

Tariff: WS1 - CTA No. 518 DOT No. 874
Carrier: WestJet - WS

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Title Page

Airline Tariff Publishing Company, Agent
International Passenger Rules and Fares

Tariff No. WS1

containing
Local Rules, Fares & Charges
on behalf of

WestJet

Applicable to the
Transportation of Passengers and Baggage
between points in

United States/Canada
And points in
Area 1/2/3

and
between the US
and points in Canada

For list of participating carriers, see IPGT-1, DOT:581, CTA:373

This tariff is governed, except as otherwise provided herein, by Maximum Permitted Mileage Tariff No. MPM-1, DOT:424, CTA:239; Aircraft Type Seating Configuration Tariff No. TS-2, DOT:220, CTA:111; and International Passenger Governing Tariff No. IPGT-1, DOT:581, CTA:373 issued by Airline Tariff Publishing Company, Agent, supplements thereto and reissues thereof.

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Issued by:
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Rule 1 Definitions†

In this tariff, the following words shall have meanings set out below:

Air crew means the flight crew and one (1) or more persons who, under the authority of the carrier, perform in-flight duties in the passenger cabin of and aircraft of the carrier;

Air service includes a live flight and a ferry flight;

Air transportation contract means with respect to international service, a contract entered into between the passenger and the carrier for the provision of air service to the passenger and its goods in the form of a reservation and confirming itinerary issued by the carrier or an agent of the carrier authorized for that purpose, in respect of cargo, a contract entered into between the carrier and any person for the carriage of cargo on an international service flight;

Air transportation regulations means the regulations respecting air transportation, SOR/88-58 as amended from time to time, and any substitute regulations prescribed in relation to the subject-matter therein; APPR means the Canadian Air Passenger Protection Regulations, SOR/ 2019-150;

Air waybill means a non-negotiable air-bill of the required number of copies, covering the cargo transported by the carrier subject to this tariff;

All-in pricing means displays of flight prices inclusive of all applicable taxes, fees and charges.

ambulatory means a person who is able to move about within an aircraft unassisted;

Applicable adult fare means the fare which would be applicable to an adult for the transportation to be used except those special fares which would be applicable due to adult's status (such as senior citizens fare, etc.);

Applicable full fare means the full adult fare for the class of service designated in the carrier's official general schedule for the aircraft, or compartment of the aircraft used by the passenger;

Assistant/attendant is a person who travels with a person with a disability, is 18 years of age or over, and is fully capable of providing a required service related to the disability that is not usually provided by the carrier's staff.

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 1 are effective November 11 2021 pursuant to Order No. 2021-A-3 of the CTA.

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Baggage, means luggage or such articles, effects and other personal property of the passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with the passenger's trip;

Baggage check means those portions of the ticket which provide for the carriage of passenger(s) checked baggage and which are issued by carrier as a receipt for the passenger(s) checked baggage;

Baggage tag means a document issued by carrier solely for identification of checked baggage, one (1) portion of which is attached by carrier to a particular article of checked baggage and the other portion of which is given to the passenger;

Cabin means the following: compartment of the aircraft in which the passenger is entitled to be transported pursuant to the general schedule of the carrier.

- (i) Economy: For passengers who purchase a Basic, Econo or Econoflex fare. Economy seats have food and beverage options for purchase.
- (ii) Premium: For passengers who purchase a Premium or Premiumflex fare or an upgrade (or complimentary upgrade). Premium seats include food and beverage options.
- (iii) Business: For passengers who purchase a Business or Businessflex fare or an upgrade (or complimentary upgrade). business seats are lie flat and include meal services and beverage.

Canada means the ten provinces of Canada, the Yukon territory, the districts and islands comprising the Northwest Territories of Canada and Nunavut;

Canada transportation act or CTA means the Canada transportation act, 1996 as amended from time to time;

Cargo means goods which are accepted for transport by the carrier from a person who is not a passenger of the carrier, or who is a passenger, but who has executed an agreement with the carrier for treatment of the goods as "cargo", and has paid the rates as agreed upon by the carrier and the person who has executed the agreement;

Cargo service means the carriage of cargo by the carrier in accordance with the terms and provisions of this tariff on a trans-border service or an international service flight;

Carrier means WestJet, a body corporate licensed to provide domestic air services, international air services and non-scheduled international air services under the CTA, and having its head office at 22 Aerial Place NE, Calgary, Alberta, Canada. T2E 3J1;

Circle trip means any trip, the ultimate destination of which is the point of origin, but which includes, at least, a stop at one other point, and which is not made via the

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same routing in both directions.

Class of service means the compartment of the aircraft in which the passenger is entitled to be transported pursuant to the general schedule of the carrier.

Code-share means a marketing arrangement in which two or more airlines i.e. marketing carrier(s) or contracting carriers(s) sell seats using their own airline code on a flight that one of them operates (i.e. the operating or actual carrier).

Denial of boarding means when a carrier is unable to permit a passenger to occupy a seat on board a flight because the number of seats that may be occupied on the flight is less than the number of passengers who have checked in by the required time, hold a confirmed reservation and valid travel documentation and are present at the boarding gate at the required boarding time;

Department of transportation means U.S. Department of Transportation.

Destination means the point of which the passenger(s) to be transported on a flight is bound.

Early show means a full revenue passenger who request to travel on an earlier flight scheduled for departure on the same day of travel with the same origin and destination.

Emotional support dog is a dog which is used to provide support or comfort.

Event of force majeure means situations outside the carrier's control, including but not limited to any unforeseeable circumstances beyond the carrier's control, the consequences of which could not have been avoided even if all due care had been exercised including, but without limitation, meteorological and geological conditions, natural disasters, acts of god, strikes, riots, civil commotions, embargoes, war or political instability, illegal acts or sabotage, instructions from air traffic control, a notam, a security threat, airport operation issues, a medical emergency, a collision with wildlife, a labor disruption within the carrier or within an essential service provider such as airport or an air navigation service provider, a manufacturing defect in an aircraft that reduces the safety of passengers and that was identified by the manufacturer of the aircraft concerned, or by a competent authority, an order or instruction from an official of a state or a law enforcement agency or from a person responsible for airport security, laws/rules/proclamations/regulations/orders/declarations/interruptions or requirements of or interference by any government or governmental agency or official thereof, actions of third parties such as acts of government or air traffic control, airport authorities, security agencies, law enforcement or customs and immigration officials, national emergency, invasion, insurrection, riots, strikes, picketing, boycott, lockouts or other civil

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disturbances, interruption of flying facilities/navigational aids or other services, damage/destruction or loss of use of an aircraft, confiscation, nationalization, seizure, detention, theft or hijacking of an aircraft, hostilities, disturbances, unsettled international conditions, and shortage of fuel or facilities.

Fare means the rate charged to a passenger in respect of a particular class of domestic/international & transborder service offered by the carrier, from time to time;

Fare class means the fare established for a specific class of service;

Fare type refers to one of the tiered packages that set forth the applicable options that the passenger is entitled to and the associated fees respectively.

Fee, charge or surcharge means an amount of money collected by the carrier from the passenger, distinct from the fare, and either in respect of transportation services or services ancillary to transportation services. fees and surcharges may be collected by the carrier on its' own behalf or pursuant to an obligation imposed or authorization received from a third party.

Fare component means the fare charged between two consecutive fare break points.

Ferry flight means the movement of an aircraft without passengers or goods to position the aircraft to perform a flight or upon completion of a flight to position the aircraft to a point required by the carrier.

Goods means anything that can be transported by air, including animals, other than in plane-load and baggage.

Group means 10 or more passengers travelling together on the same flight from a common point of origin to a common destination.

Guardian means an adult over the age of 18 who is responsible for the care and safety of the child(ren) they are transporting.

Hidden city/point beyond ticketing means the purchase of a fare from a point before the passenger's actual origin or to a point beyond the passenger's actual destination.

Infant means children under the age of two (2) years at the commencement of travel and carried free of charge by an adult over the age of 16 or their parent and sharing the same seat as the infant. Proof of age must be provided and is restricted to one infant per adult passenger.

International service means scheduled or non-scheduled air services (excluding charters) for the transportation of passengers and goods between, from and to points within Canada on the one hand and points outside of Canada on the other hand;

Interline related definitions can be found in rule 115.

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Itinerary means, a schedule setting forth the name of the relevant passenger(s), the flight, flight number, class of flight, flight times, as well as the origin and destination of the flight issued to a passenger on payment of the appropriate rates and charges in respect of that flight.

Live flight means the movement of an aircraft with passengers or goods from the point of take-off at the origin to a point or points of landing thereafter, inclusive of the point of landing at the destination (immediate technical or fuel landings excepted); marketing carrier or contracting carrier means a carrier that sells seats using its own airline code for a flight that another carrier operates (the operating or actual carrier).

Montreal convention means the convention for the unification of certain rules for international carriage by air, signed at Montreal, May 28, 1999.

Non-ambulatory means a person who is not able to move about within an aircraft unassisted.

Non self-reliant means a person who is not self-reliant as defined below.

No show means a passenger's failure to check in for a flight before the check in cut-off times or a passenger's failure to arrive at a departure gate before the boarding cut-off times.

Operating carrier or actual carrier means the carrier that operates the actual flight.

Origin means the point from which a flight commences with the passengers to be transported.

Outward destination or destination means that stopover point on the passenger's itinerary which is furthest from the passenger's point of origin.

Participating carrier(s) include both the selecting carrier and the downline carriers who have been identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

Passenger means any person, except members of the crew, carried or to be carried in an aircraft with the consent of the carrier pursuant to an agreement. (A valid contract of carriage.)

Passenger liability means the legal liability of the carrier to any passenger or other person in respect of a passenger, arising from the carrier's operation, ownership or possession of an aircraft, for:

- (a) Injury to or death of persons who are passengers;
- (b) Losses suffered or sustained by a passenger or other person as a result of the carrier's inability to perform, in whole or in part, the air service contracted for;
- (c) Damage to or loss of goods in the carrier's

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- charge; or
(d) Losses due to any delay in delivery of any goods in the carrier's charge.

Person means an individual, firm, corporation, association, partnership, or other legal entity, as the context requires or otherwise permits;

Person with a disability includes any person who, by virtue of a locomotor, sensory, intellectual, or other impairment, or a mental health condition, requires services or assistance beyond those normally offered by the carrier to meet their disability-related needs.

Prepaid ticket advice means the notification between offices of a carrier or between carriers that a person in one location has purchased and requested issuance of prepaid transportation as described in the authority to another person in another location.

Reroute means to issue a new ticket covering transportation to the same destination as, but via a different routing than that designated on the ticket, or portion thereof, then held by the passenger, or to honour the ticket, or portion thereof, then held by the passenger for transportation to the same destination as, but via a different routing than, that designated thereon.

Reservation is a record, either in paper form or in electronic form, of the accommodation held by a passenger on a given flight. The reservation would specify the date and times of travel, flight number and the class of service to be provided the passenger.

Round trip means any trip, the ultimate destination of which is the point of origin, and which is made via the same routing in both directions.

Routing means the carrier(s) and/or the cities and/or class of service and/or type of aircraft via which transportation is provided between two points, as specified in this tariff. same-day travel means flights booked within 24 hours of the scheduled time of departure.

"selected carrier" means the carrier whose baggage rules apply to the entire interline itinerary.

"selecting carrier" means the carrier identified on the first flight segment of the passenger's ticket at the beginning of an interline itinerary issued on a single ticket whose origin or ultimate destination is in Canada.

SDR means special drawing rights as defined by the international monetary fund.

Self-reliant means that a person does not require services related to a disability beyond that normally provided by the

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carrier, or beyond that which applicable rules or regulations require the carrier to provide.

Service Dog means a dog that has been trained to do work or perform tasks for the benefit of a qualified individual with a disability.

Single ticket means a document that permits travel from origin to destination. It may include interline/code-share segment. It may also include end-to-end combinations (i.e. stand-alone fares that can be bought separately but combined together to form one price).

Stopover means a deliberate interruption of a journey by the passenger, agreed to in advance by the carrier, at a point between the place of departure and the place of destination.

Tariff means a tariff of terms and conditions of carriage applicable to the provision of international and ancillary services thereto.

Tax means an amount of money collect by the carrier from the passenger pursuant to an obligation imposed by governmental authority.

Ticket means the electronic confirmation generated by the carrier's central reservations system, or confirmation number, baggage check and accompanying notices that incorporate this contract of carriage.

Traffic means any passengers, goods or mail that are transported by air.

Uncontrollable schedule irregularity means a flight delay, cancellation or diversion that is considered to be not within the carrier's control including but not limited to situations of force majeure.

Warsaw convention means the convention for the unification of certain rules relating to international carriage by air, signed at Warsaw, November 12, 1929, as amended, but not including the Montreal convention as defined above.

Working dog means a dog that locates people or items (search, rescue, avalanche, or tracking dogs) performing specific tasks for the military or police (detection, scout, sentry) or other highly specialized skills.

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Rule 5 Currency

All rates and charges published in this tariff are published in the lawful currency of Canada in Canada, unless otherwise specified. Where payment is made in any currency other than Canadian, such payment shall be the equivalent of the Canadian currency amounts published in this tariff on the basis of local banker's rates of exchange (for the purchase of such foreign currency), as calculated on the date of signing the air transportation contract.

Baggage fees are charged in CAD or USD by direction depending on point of departure. Passengers departing from Canada or Europe will pay baggage fees in CAD and passengers departing the United States, Latin America and the Caribbean will pay baggage fees in USD.

At all bases, the carrier accepts fee payment in us dollars and Canadian dollars. The carrier may also accept fee payment in Mexico in Mexican pesos. Depending on the currency conversion on a particular day, the conversion rates can vary.

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Rule 10 Mileage Determination

For the purposes of computing all rates and charges under the tariff, the mileage to be used, including both live flight and ferry flight mileage, will be the shortest Mileage covering the actual airport to airport great circle distance of the applicable flight, using the following sources in the order set out below or in combination:

- (A) Air distance manual published jointly by the International Air Transport Association and International Aeradio Limited
- (B) IATA mileage manual published by the International Air Transport Association;
- (C) and/or combination thereof of (a) and (b) above;
- (D) Sabre flight planning system

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Rule 12 Application of Tariff

- (A) Application
This tariff shall apply to the traffic and transportation of passengers and goods using aircraft operated by the carrier in respect of:
- (1) An international and transborder service
 - (2) A cargo service
 - (3) This tariff contains the conditions of carriage and practices upon which the carrier transports and agrees to transport and are expressly agreed to by the passenger to the same extent as if such rules were included as conditions in the contract of carriage. Transportation is subject to the rules, fares and charges in effect on the date on which such transportation commences at the point of origin designated on the tickets.
 - (4) References to pages, rules, items and notes are continuous and include revisions, supplements thereto and reissues thereof.
 - (5) The carrier will be responsible for the furnishing of transportation only over its own lines. When any carrier undertakes to issue a ticket, check baggage, or make any other arrangements for transportation over the lines of any other carrier (whether or not such transportation is part of a through service), such carrier will act only as agent for such other carrier and will assume no responsibility for the acts or omissions of such other carrier.
 - (6) No agent, employee or representative of the carrier has authority to alter, modify or waive any provisions of the contract of carriage or of this tariff unless authorized in writing by an officer of the carrier.
 - (7) International fares and fare rules filed with ATPCO under tariff NTA(a) no. 518 and C.A.B. no. 874 are governed by this tariff.
- (B) Air transportation contract requirement
No international service or cargo service shall be furnished by the carrier under the terms of this tariff unless an appropriate written air transportation contract, in the form prescribed by the carrier, is executed by the passenger and the carrier in respect of an international service and the carrier and any person in respect of a cargo service.
- (C) Incorporation of tariff into air transportation contract
The contents of this tariff shall form part of any air transportation contract between the carrier and a passenger (including with respect to the passenger's goods), between the carrier and any other person in respect of cargo services, and if there is a conflict between this tariff and that contract, this tariff shall prevail.
- (D) Conditions of application

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Unless otherwise specified herein, all international services and cargo services provided by the carrier under this tariff shall be subject to the rules, rates and charges published or referred to in this tariff in effect, from time to time, by virtue of the effective date on each page, on the date of signing of an air transportation contract.

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Rule 15 Rates and Charges-International Service

- (A) Payment terms
 All fares are due and payable by a passenger on or by twelve o'clock midnight (mountain time) on the date on which the reservation is made. Currency for reservations will be determined based on the point of sale for reservations made through the carrier's reservation centre and travel agencies using an external reservation system (for example sabre or Apollo), and based on the departure city of the first flight for reservations made through the carrier's website. For example, a reservation made for travel from Las Vegas to Calgary would be charged in CAD currency through the carrier's reservation centre or a Canadian travel agent, however if reserved through the carrier's website by travel agent or a passenger, the fare would be charged in US currency. Fees are charged per passenger and per transaction, for booking made prior to march 20th 2019 and per fare component for passenger for booking made on or after March 20th, 2019, not per leg (if the passenger(s) were to cancel one leg of the itinerary and then cancel the remaining reservation at a different time, the fee would be charged in both instances). The location that a change is made in (point of sale) dictates the currency that the fees are charged in. As a result, change fees may be charged in a different currency than the initial reservation. If no changes are made by the passenger prior to travel, the carrier guarantees that the fare paid at the time of booking shall be honoured.
- (B) Carrier schedule changes and cancellations
 passengers have a right to information on flight times and schedule changes. In the event of a delay, an advanced flight departure or schedule change, the carrier will make reasonable efforts to inform the passengers of delays, proposed advanced flight departures and schedule changes, and, to the extent possible, the reason for them.
- (C) When a ticket is cancelled within 24 hours of purchase, and the flight is outside 7 days, a full refund including taxes and fees, without penalty can be obtained. Outside of 24 hours, for a non-refundable ticket, the carrier does not refund any taxes, fees or surcharges collected unless required by law or where such taxes were collected in error.
 - (1) Cancellations
 - (A) Cancellations incur a fee in Canadian dollars as outlined in the chart below

	Basic	Econo	Econo Flex
Cancel within 24 hours of booking (excluding flights departing	\$0	\$0	\$0

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within 24 hours)				
Cancel for TVL departing in more than 60 days	Non-refundable, no changes are permitted, any unused ticket amount is not available for future TVL credit.	\$50		\$0
Cancel for TVL departing within 60 days and same day FLT changes at check-in	Non-refundable, no changes are permitted, any unused ticket amount is not available for future tvl credit.	\$150		\$0
Name change	Non-refundable, no changes are permitted, any unused ticket amount is not available for future TVL credit.	\$100		\$100
Cancellation (Balance - original form of payment)	Not available and any unused ticket amount is not available for future TVL credit.	Not available	Not available	Not available

(C) Passenger initiated flight modifications:
 Note: All fares except group fares may be changed or cancelled by a passenger up to two (2) hours prior to the planned departure of the flight to which such fare relates; provided that, in respect of such change or cancellation, the following shall apply to:

(1) Cancellations

(A) Cancellations incur a fee in Canadian dollars as outlined in the chart below:

	Premium	Premium Flex	Business	Business Flex
Cancel within 24 hours of booking (excluding flights departing within 24 hours)	\$0	\$0	\$0	\$0
Cancel for TVL departing in	\$50	\$0	\$100	\$0

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more than 60 days Cancel for TVL departing with- in 60 days and same day FLT changes at check-in	\$150	\$0	\$100	\$0
Name change cancellation (Balance - original form of payment)	\$100 not Available	\$0 \$0	\$100 not Available	\$0 \$0

(b) Cancellations incur a fee as outlined in the chart to and from Europe including the UK

	Basic	Econo	Econo Flex
Cancel within 24 hours of booking (exc- luding flights departing with in 24 hours)	\$0	\$0	\$0
cancel for tvl departing in more than 60 days	Non-refun- dable, no changes are permitted, any unused ticket amount is not available for future TVL credit.	Before 07Jan19: \$50 CAD EUR 33 Pound 28 on/after 07Jan19 \$100 CAD EUR 68 Pound 56 before 07Jan19: \$150 CAD EUR 99 pound 83 on/after 07Jan19 \$250 CAD EUR 165 Pound 138	Before 07Jan19: \$50 CAD EUR 33 Pound 28 on/after 07Jan19 \$100 CAD EUR 68 Pound 56 before 07Jan19: \$150 CAD eur 99 pound 83 on/after 07Jan19 \$250 Cad Eur 165 Pound 138
Cancel for TVL departing with- in 60 days and same day FLT changes at check-in	non-refun- dable, no changes are permitted, any unused ticket amount is not available for future TVL credit.	Not available and any unused ticket amount is not available for future TVL credit.	Not available
Cancellations (balance refun- ded original form of payment)	Premium	Premium Flex	Business Business Flex
Cancel within 24 hours of booking (exc- luding flights Departing within 24 hours)	\$0	\$0	\$0
cancel	\$100 CAD	\$0	\$600 CAD \$0

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departing in more than 60 days	EUR 68 Pound 56		EUR 396 Pound 336	
Cancel for TVL departing within 60 days and same day FLT changes at check-in	Not available and any unused ticket amount is not available for future TVL credit	\$0	\$100	\$0
Name change cancellation (balance - original form of payment)	\$100	\$0	\$100	\$0
	Not available	\$0	Not available	\$0

(C) In any case where, in accordance with this rule, a passenger is entitled to a non-refundable credit towards the purchase of a future flight, the said credit shall include all amounts paid by the passenger in association with the fare, including refundable fees (from unused services such as seat selection fees or kennel fees, charges, surcharges or taxes). The non-refundable credit shall be valid for one year from the date of the credit's creation and may be used towards the purchase of a future air-only booking with the carrier.

Except for a basic fare, any unused ticket amount is not available for future travel credit.

(D) Notwithstanding the above, the carrier reserves the right to waive, in whole or part, the payment by any passenger of a cancellation fee.

(2) Changes

(A) Where a reservation is changed through the carrier's reservation centre or through the carrier's passenger specific website within 24 hours of when the reservation was made, the passenger shall not incur a change fee.

(B) Where a reservation is changed through the carrier's corporate, U.S. consumer/"lite" (i.e. visually impaired) websites within 24 hours of when the reservation was made, the passengers must contact the carrier's reservation centre for the service to be completed without fee during this time period.

(C) A passenger changing a reservation

(i) To a higher fare product or flight shall, in addition to the change fee, pay the difference in fare.

(ii) To a lower fare product or flight, the applicable change fee will apply and any remaining difference will be refunded to

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(iii) future flight credit, except for (flexible) which is available to be refunded to original form of payment. Changes are not allowed under a basic fare.

	Basic	Econo	Fare. Flex	Premium	Premium Flex
Change within 24 hours of booking (excluding FLTS departing within 24 hours)	changes are not permitted	\$0	\$0	\$0	\$0

(C) Cancellations incur a fee in CAD amounts as outlined in the chart below: (continued)

	Basic	Econo	Econo Flex	Premium	Premium flex
Change for TVL departing in more than 60 days	Non-refundable, no changes are permitted, any unused ticket amount is not available for future TVL credit.	\$50	\$0	\$25	\$0
Change for TVL departing within 60 days and same -day FLT changes at check-in	Non-refundable, no changes are permitted, any unused ticket amount is not available for future TVL credit.	\$150	\$0	\$100	\$0
Name change	Non-refundable, No changes are permitted, any unused ticket amount is not available for future tvl credit.	\$100	\$100	\$100	\$0

(D) A passenger changing a reservation for flights to and from Europe including the UK

- (i) To a higher fare product or flight shall, in addition to the change fee, pay the difference in fare.
- (ii) To a lower fare product or flight, the applicable change fee will apply and any remaining difference will be refunded to future flight credit, except for Premiumflex and Businessflex which is available to be refunded to original form of payment.
- (iii) Changes are not allowed under a basic fare.

Basic	Econo	Econo	Premium
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Name change 24 hours of booking (exc- luding FLTS departing within 24 hours	Changes are not permit- ted	\$0	Flex \$0	\$0
Change for travel depart- ing in more than 60 days	Non-refun- dable no changes are permitted any unused ticket amount is not availa- ble for future TVL credit	\$100 CAD 68 GBP 56 GBP	\$100 CAD 68 GBP 56 GBP	\$100 CAD 68 GBP 56 GBP
Change for TVL depart- ing within 60 days and same-day flight changes at check-in	non-refun- dable no changes are permitted any unused ticket amount is not availa- ble for future TVL credit basic	\$250 CAD 165 GBP 138 GBP	\$250 CAD 165 GBP 138 GBP	\$250 CAD 165 GBP 138 GBP
		Premium Flex	Busi Ness	Busi Ness Flex
Change within 24 hours of booking (exc- luding FLTS departing within 24 hours	changes are not permit- ted	\$0	\$0	\$0
Change for travel depart- ing in more than 60 days	Non-refun- dable no changes are permitted any unused ticket R amount is not availa- ble for future TVL credit	\$0	\$400 CAD 264 GBP 224 GBP	\$0
Change for TVL depart- ing within 60 days and same-day flight changes at	Non-refun- dable NO changes are permitted any unused ticket R amount is	\$0 224 GBP	\$400 CAD 264 GBP	\$0

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check-in	not available for future TVL credit	Basic	Econo	Econo Flex	Premium
Name change	Non-refundable no changes are permitted any unused ticket amount is not available for future TVL credit	Before 07Jan19 \$150 CAD 99 GBP 83 GBP on/after 07Jan19 \$250 CAD 165 GBP 138 GBP	Before 07Jan19 \$150 CAD 99 GBP 83 GBP on/after 07Jan19 \$250 CAD 165 GBP 138 GBP	Before 07Jan19 \$150 CAD 99 GBP 83 GBP on/after 07Jan19 \$250 CAD 165 GBP 138 GBP	Before 07Jan19 \$150 CAD 99 GBP 83 GBP on/after 07Jan19 \$250 CAD 165 GBP 138 GBP
Cancellations (balance refunded to original form of payment)	Not available and any unused ticket amount is not available for future travel credit	Basic	Not available	Not available	Not available
Name change	Non-refundable no changes are permitted any unused ticket amount is not available for future TVL credit	Basic	Premium Flex	Business	Business Flex
		\$0	\$0	\$0	\$0
Change for TVL departing within 60 days and same-day flight changes at check-in	Non-refundable no changes are permitted any unused ticket R amount is not available for future TVL credit	\$0	\$0	\$0	\$0

E) In any case where, in accordance with this rule, a passenger is entitled to a non-refundable travel bank credit towards the purchase of a future flight, the said credit shall include all amounts paid by the passenger, in association with the fare, charges or surcharges. the non-refundable credit shall be valid for one year from the

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date of the credit's creation and may be used towards the purchase of a future air-only booking with the carrier. Taxes are not included in the non-refundable credit. Except for a basic fare, any unused ticket amount including all taxes and fees is not available for future travel credit.

F) Notwithstanding the above, the carrier reserves the right to waive, in whole or part, the payment by any passenger of a change fee.

(D) Early show
where the passenger wishes to 'early show', he/she may request to travel confirmed on an earlier flight. passengers can only be listed on an earlier flight to the same destination, on the same calendar day at the airport. the following fees shall apply:

Fare Level	Fee
Basic	Not applicable - No changes are permitted
Econo	\$150 CAD
Econoflex	\$100 CAD
Premium	\$100 CAD
Premiumflex	\$0
Business	\$0
Businessflex	\$0

For flights to and from Europe including the UK, the following fees shall apply:

Fare level	Fee
Basic	Not applicable - no changes are permitted
Econo	\$150 CAD 99 GBP 83 GBP
Econoflex	\$150 CAD 99 GBP 83 GBP
Premium	\$150 CAD 99 GBP 83 GBP
Premiumflex	\$0
Business	\$0
Businessflex	\$0

(E) Contact centre fee: for basic economy bookings made on or after December 3, 2018, a fee of \$15 per bookings will apply. the fee will be waived for any passenger who is not able to use an available self serve option to make the booking. the fee is non-refundable.

(F) Group fares
1) To qualify for a group fare, 10 or more passengers must travel together on a common flight destination.
2) The carrier requires a \$100 CAD/USD deposit per person at the time of booking. this deposit is non-refundable and non-creditable in the event of a full cancellation, however the deposit is not applicable toward final payment and once final

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- payment is received the deposit will be refunded to the original form of payment.
- 3) Payment in full is required for all group bookings 30 days prior to departure.
 - 4) Name changes made within 24 hours prior to departure shall be assessed a change fee of \$100 CAD/USD per name changed.
 - 5) Ten percent of the group may be released (i.e.: cancel) without loss of deposit up to the final payment due date.
 - 6) Extended hold fee: for bookings made on WestJet.com, on select routes and subject to availability, the option to hold a fare made available for a fee ranging from \$5 to \$50 for 3 to 10 days. The extended hold fee is non-refundable and will not be applied toward the price of the ticket. Reservations not ticketed before the expiration of the hold duration will be automatically cancelled.
 - 7) The carrier will complete a full refund of the fare, taxes and fees to the original form of payment if the reservation is cancelled within 24 hours of booking for booking where the departure date is more than seven days in the future.
 - 8) 20 percent of the group may be released (i.e.: cancel) without loss of deposit up to the final payment due date.
 - 9) Notwithstanding the above, the carrier reserves the right to refund or provide a credit, in whole or part, for the deposit made by or for any passenger.
- (G) GST and HST exemptions
The GST/HST exemption rules for federal and provincial government departments have been agreed upon by the federal and provincial government bodies. The rules currently provide an exemption to the GST/HST for certain "listed entities" in the provinces of Quebec, Manitoba, Saskatchewan, Alberta, northwest territories, and the Yukon. Information on listed entities can be obtained by calling the Canada revenue agency at 1-800-959-8287. The exemption from GST/HST is only valid if the supply is sold to a listed entity for the official business of that entity and the purchase is paid for with "crown funds". Employees of listed entities purchasing travel for official business with their personal credit cards are not exempt. it is the passenger's responsibility to ensure that tax exemptions provided adhere to the exemption rules specific to the tax being exempted at any particular time and to ensure he/she is aware of the applicable rules at the time of granting any exemption.
- (H) Hidden city/point beyond ticketing
(1) The carrier specifically prohibits the practices commonly known as hidden city/point beyond ticketing. Accordingly, a passenger shall not purchase one or more tickets or fares in order to obtain a lower fare than could otherwise be applicable. A ticket is invalid if used for

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travel to a destination other than that specified on the ticket.

- (2) Where a ticket is not valid as the result of the passenger's non compliance with any term or condition of sale, with this rule or applicable fare rule, or where one or more tickets have been issued in furtherance of a prohibited practice, the carrier has the right in its sole discretion to:
- a) Cancel any remaining portion of the passenger's itinerary or ticket;
 - b) Refuse to board the passenger or check-in the passenger or the passenger's baggage; or
 - c) Assess the passenger for the reasonable remaining value of the ticket, which shall be no less than the difference between the fare actually paid and the lowest fare applicable to the passenger's itinerary.

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Rule 25 Transportation of a Passenger with A Disability

- (A) Acceptance of a passenger with a disability
- (1) The carrier will accept the determination of a person with a disability as to self-reliance. when a passenger has advised a carrier of his self-reliance, a carrier shall not refuse such passenger transportation on the basis that there is a lack of escort or that the passenger may require additional attention from airline employees.
 - (2) In the case of code-share, passengers are advised that the carriage of persons with a disability rules applicable to their transportation are those of the carrier identified on your ticket and not of the carrier operating the flight.
 - (3) The carrier will make every effort to accommodate a person with a disability and will not refuse to transport a person solely based on his/her disability.
- (B) Acceptance of declaration of self-reliance
the carrier will accept a person's declaration of self-reliance, will not refuse to provide transportation to a person with a disability, and will not impose any special conditions on the carriage of a person with a disability, except in the following circumstances:
- (1) Carrier may refuse to provide transportation to any person on the basis of safety.
 - (2) Carrier may refuse to provide transportation to any person if carriage of that person would result in the violation of any applicable law.
 - (3) Carrier reserves the right to require clearance, as a condition of travel, in accordance with procedures established by carrier, if the transportation of a person involves any unusual risk or hazard to the passenger or to other persons (including, in the case of a pregnant passenger, unborn children), for the purpose of determining whether the person requires an attendant by reason of the provisions of this rule or for the purpose of determining whether the person qualifies for additional or special seating pursuant to this rule.
- (C) Medical clearance
The carrier may, using its reasonable discretion, determine that a person with a disability requires medical clearance where their safety or well-being, in terms of such things as assistance with eating, using the washroom facilities, or that of other passengers is in question.
- (D) Advance notice
- (1) Where a passenger requests a service set out in this rule at least 48 hours prior to departure, the

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- carrier will provide the service. Such requests should be made by the passenger at the time of reservation, and as far in advance of travel as possible. The carrier will make every reasonable effort to accommodate persons with a disability who fail to make reservations 48 hours in advance.
- (2) The passenger shall advise the carrier of the nature of his/her disability and the nature of the assistance required. Passengers requesting travel under the carrier's one person one fare program or medical seating program must submit their application according to the timeline outlined on the carrier's website.
- (E) Seating restrictions and assignments
- (1) When a person identifies the nature of his or her disability, the carrier will provide the passenger an appropriate seat assignment. Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows, bulkhead aisle seat, or otherwise in accordance with applicable safety-related rules and regulations.
 - (2) Passengers with disabilities and their attendants, who will meet the persons' disability related needs, will be seated together.
 - (3) The number of passengers with a disability on a single flight may be limited based on passenger safety considerations, aircraft specifications, and airport handling facilities available at departure or arrival airports.
 - (4) For services provided by WestJet Link, there is a ban on cats carried as pets in the aircraft cabin on which a person with a disability as a result of their allergy to cats is travelling. Thus if, at the time of reservation by a person with a disability as a result of their allergy to cats who requires accommodation, there are no confirmed passengers travelling with cats, any subsequent requests to carry a cat in the cabin would be denied. Conversely, following a reservation by a person travelling with a cat, persons with a disability as a result of their allergy to cats could not be accommodated on that flight. assistance with alternate arrangements will be offered as applicable.
- (F) Acceptance of aids
- In addition to the regular baggage allowance, the carrier will accept, without charge, as priority checked baggage, mobility aids, including:
- (1) wheelchairs and scooters with non-spillable dry cell batteries, including lead acid, with terminals disconnected and taped.
 - (2) The passenger will arrange for wet cell batteries from wheelchairs and scooters to be packaged in an approved leak proof container. The carrier will be responsible for the disconnection and reconnection of any terminals;
 - (3) scooters shall be required to be checked in and the passenger shall transfer to a wheelchair provided

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by the carrier. Adequate time is needed to disconnect/connect and dismantle and reassemble the scooted before and after the flight and the carrier shall make best efforts to perform this task in a timely manner;

- (4) Other mobility aids: the carrier will accept walkers, canes, crutches, prostheses, communication devices and other medical devices at no extra charge and in addition to the baggage allowance. Walkers, crutches and canes may be retained by the passenger while in flight provide that the device can be stowed in an approved location without exceeding the weight limit for the most appropriate area of the aircraft, and the device does not obstruct access to safety equipment, exits or the aisle.
- (a) If a mobility aid is damaged or lost, the carrier will provide a suitable temporary replacement without charge as soon as possible. If a damaged aid can be repaired, the carrier will arrange, at its expense, for the prompt and adequate repair of the aid and return it to the passenger as soon as possible.
 - (b) If a damaged aid cannot be repaired or is lost and cannot be located, the carrier will, at its discretion, replace it with an identical aid satisfactory to the passenger, or reimburse the passenger for the replacement cost of the aid.
 - (c) The carrier will ensure that services are provided to persons with a disability when a request for such services is made at least 48 hours prior to departure and will make reasonable efforts to accommodate requests not made within this time limit. Services to be provided upon request will include:
 - (i) Assisting with registration at the check-in counter;
 - (ii) Assisting in proceeding to the boarding area;
 - (iii) Assisting in boarding and disembarking;
 - (iv) Assisting in stowing and retrieving baggage;
 - (v) Assisting in moving to and from an aircraft lavatory;
 - (vi) Assisting in proceeding to the general public area or, in some cases, to a representative of another carrier;
 - (vii) Transferring a person between the person's own mobility aid and a mobility aid provided by the carrier;
 - (viii) Transferring a person between a mobility aid and the person's passenger seat;
 - (ix) Providing limited assistance with meals and inquiring periodically during a flight about a person's needs; and
 - (x) Briefing individual passengers with a disability and their escorts on

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emergency procedures and the layout of the cabin.

- (d) Acceptance of mobility aids
The carrier will permit the passenger who uses a manually operated wheelchair to remain in the wheelchair:
 - (i) Until the person reaches the boarding area;
 - (ii) where facilities permit, while the person is moving between the terminal and the door of the aircraft; and
 - (iii) where space and facilities permit, while the person is moving between the terminal and the aircraft.
- (5) Where space permits, the carrier will, without charge, permit the person to store a manually operated folding wheelchair and small aids in the passenger cabin during the flight, or in the cargo pit of the aircraft where an exemption to allow this has been secured. Mobility aids will be the last items to be stowed in the aircraft hold and the first items to be removed. Passengers travelling on WestJet, WestJet Encore Ltd., or WestJet Link will have their wheelchairs stored in the aircraft's cargo hold and made available after the flight.

- (G) Manually operated wheelchair access
The carrier will permit the person who uses a manually operated wheelchair to remain in the wheelchair:
 - (1) Until the person reaches the boarding area;
 - (2) where facilities permit, while the person is moving between the terminal and the door of the aircraft;
 - (3) Where space and facilities permit, while the person is moving between the terminal and the passenger seat.

- (H) Service and emotional support dogs

The carrier does not accept emotional support dogs for transport.

The carrier will, on request, accept for transportation a service dog required to assist a person with a disability at no charge, and will permit the service dog to accompany the person on board subject to:

- (1) The advance notice requirements contained in 25(D). The carrier will make every reasonable effort to accept the dog even if the advance notice requirements are not met.
- (2) Credible assurance being provided to indicate that the dog is required to assist the person travelling with a disability, and disclosure of the task or service the dog performs for the person's disability.
- (3) The person must use appropriate control measures (defined as a harness or collar with a leash/tether) and the dog's control measure or vest must have stitching or labelling that identifies the dog as a "Service Animal" or "Service Dog".
- (4) The dog being able to fit within the floor space at the

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passenger's seat. If additional room is required, the carrier will require an additional fare to be paid when the person requires an additional seat to accommodate the size of their service dog.

- (5) The person is responsible for complying with all laws, regulations, orders, demands, and travel requirements of countries to be flown from, into or through, in respect of the service dog. In particular, the person is responsible for obtaining valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit of any service dog that is to accompany the person.
- (6) The carrier may refuse to transport a service dog if the person with a disability fails to have in their possession documentation at the time of check-in which demonstrates that the dog has all the necessary valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit.
- (7) The carrier may refuse to transport a service dog if the dog is not under the person's control, if it exhibits prohibited behaviours as outlined in Rule 30 (A)9(d-i), or if the dog requires additional floor space and an additional fare was not paid for in advance. The carrier will make every reasonable effort to accommodate the dog.
- (8) Except as may otherwise be provided for in this tariff, the carrier will not be responsible in the event of injury, sickness or death of a service dog.
Exception: Should an injury to or death of a service dog result from the negligence of the carrier's representatives, the carrier's liability will be limited to expeditiously providing, at its own expense, for the medical care, and if necessary, replacement of the dog.

Note: For more information, see Rule 30 Refusal to Transport.

- (J) Services to be provided to persons with disabilities
 - (1) The carrier will ensure that services are provided to persons with a disability when a request for such services is made at least 48 hours prior to departure, and will make reasonable efforts to accommodate requests not made within this time limit. Services to be provided upon request will include:
 - (a) Assisting with registration at the check-in counter;
 - (b) Assisting in proceeding to the boarding area;
 - (c) Assisting in boarding and deplaning;
 - (d) Assisting in stowing and retrieving unchecked baggage and retrieving checked baggage;
 - (e) Assisting in moving to and from an aircraft lavatory;
 - (f) Assisting in proceeding to the general public

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- area or, in some cases, to a representative of another carrier;
 - (g) Transferring a person between the person's own mobility aid and a mobility aid provided by the carrier;
 - (h) Transferring a person between a mobility aid and the person's passenger seat;
 - (i) Inquiring periodically during a flight about a person's needs; and
 - (j) Briefing individual passengers with a disability and their attendant on emergency procedures and the layout of the cabin.
- (2) Attendant/assistant
- (a) Carrier may require that an attendant accompany a passenger with a disability as a condition of providing transportation if the passenger is not able to care for all his/her physical needs during the flight and requires special or unusual attention beyond that afforded to the general public.
 - (b) Carrier may require that an attendant accompany a passenger with a disability as a condition of providing transportation if carrier determines that such an attendant is essential for safety in the following circumstances;
 - (i) when the passenger, because of a mental or cognitive disability, is unable to comprehend or respond to safety related instructions;
 - (ii) when the passenger has impairments which affect both his/her hearing and vision with such severity that the passenger is not able to establish a means of communication with the carrier's personnel sufficient to receive, assimilate and respond to safety related instructions;
 - (iii) when the passenger has mobility impairment as severe as to be unable to assist in his/her own evacuation or don an oxygen mask in the case of decompression.
 - (iv) Provision of a safety attendant will be assessed on a case by case basis.
 - (c) In circumstances where an attendant is required by reason of the provisions of this rule, the carrier will charge the applicable fare for the seat occupied by the attendant.
 - (d) In circumstances where a passenger requires extra seating to accommodate the passenger's disability, the carrier will charge applicable fare(s) for additional seating required to accommodate the person's disability.
- (K) Boarding and deplaning where a person with a disability requests assistance in boarding or seating or in stowing unchecked baggage, the carrier will allow the person, upon request, to

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board the aircraft in advance of other passengers where time permits. The carrier may also require a person, even in the absence of a request to do so, to board the aircraft in advance of other passengers in order that it has sufficient time to provide the requested assistance. If requested, the carrier and airport authorities will make arrangements for assisting persons with disabilities with outbound/inbound governmental clearance and with baggage delivery.

(L) Communication and confirmation of information

- (1) Announcements to passengers concerning stops, delays, schedule changes, connections, onboard services and claiming of baggage will be made in visual, verbal and/or written format to persons with a disability who request such a service.
- (2) The carrier will supply a written confirmation of services that it will provide to that person.
- (3) Modification to reflect that pre-boarding can occur upon request of the person with a disability as well as a requirement by the carriers.
- (4) The carrier will ensure that instructions relating to special handling requests from persons with a disability are passed on to the flight attendants along with other special instructions.

(M) Inquire periodically

When persons in wheelchairs who are not independently mobile are waiting to board an aircraft, the carrier will inquire periodically about their needs upon request, and shall attend to those needs where the services required are usually provided by the carrier.

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Rule 30 Refusal to Transport†

- (A) The carrier will refuse to transport, or will remove any passenger at any point for any of the following reasons:
- (1) whenever it is necessary or advisable to:
 - (a) Comply with any government regulation;
 - (b) Comply with any governmental request for emergency transportation; or
 - (c) Address events of force majeure.
 - (2) When the passenger refuses to permit a search of his person or property for explosives or for concealed, prohibited, deadly or dangerous weapon(s) or article(s); or
 - (3) when the passenger refuses a request to produce government-issued identification to demonstrate proof of identity.

Note: The carrier is obliged to screen each passenger by looking at the passenger, and in particular the passenger's entire face, to determine if they appear to be 18 years of age or older.
the carrier is also required to screen each passenger who appears to be 18 years of age or older by comparing the passenger, and in particular the passenger's entire face, against one piece of government-issued photo identification that shows the passenger's name, date of birth and gender; or two pieces (without photo) of government-issued identification at least one of which shows the passenger's name, date of birth and gender.
 - (4) Immigration or other similar considerations when the passenger is to travel across any international boundary, if:
 - (a) The travel documents of the passenger are not in order; or,
 - (b) For any reason the passenger's embarkation, transit through, or entry into any country from, through, or to which the passenger desires transportation would be unlawful or would otherwise not be permitted.
 - (5) Failure to comply with carrier's rules and regulations
when the passenger fails or refuses to comply with rules and regulations of the carrier as stated in this tariff.
 - (a) Check-in and Boarding Time Limits
 1. Recommended

†† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 30 are effective November 11 2021 pursuant to Order No. 2021-A-3 of the CTA.

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The Carrier recommends that all Passengers follow the airport arrival times for the type of flight on which they hold a reservation as outlined below. Additional time may be required as outlined below this table.

2. Time limit

All times shown are before the scheduled departure time of the flight.

Recommended airport arrival time	150 minutes
Recommended baggage drop-off time	90 minutes
Check-in cut-off time	60 minutes
Boarding gate arrival time	40 minutes
Boarding cut off time	10 minutes on most aircraft 15 minutes on 787 aircraft

Note 1: Baggage will be accepted up to three (3) hours before the scheduled time of flight departure at most locations. Checked Baggage is accepted until the Check-in Cut-Off Time.

Note 2: Guests travelling with a pet in the cabin should allow an additional 30 minutes before check-in cut off time.

Note 3: Guests travelling with a pet in checked baggage must check-in 90 minutes before the scheduled departure time.

Note 4: Guests travelling with oversized or overweight Baggage must check-in 30 minutes before the Check-in Cut-Off Time.

Note 5: Guests requiring the use of a wheelchair (their own or using a Carrier provided wheelchair) should check-in an additional 30 minutes before the check-in cut off times.

Note 6: Guests travelling as an unaccompanied minor must check-in with an agent 90 minutes before the scheduled departure time.

Note 7: Guests are recommended to be at the departure Boarding Area 40 minutes before the scheduled time of departure. Guests arriving after the boarding gate cut-off time will be refused transport.

(6) Passenger condition

(a) when the passenger's actions or inactions prove to the carrier that his/her mental, cognitive, or physical condition is such as to render him/her incapable of caring for himself/herself without assistance or medical treatment en route unless:

(i) The passenger is accompanied by an attendant who will be responsible for assisting with the passenger's needs en-route such as assistance with eating, using the

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washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier; and

- (ii) The passenger complies with requirements of rule 25, transportation of a passenger with a disability.

Exception: (For transportation to/from and within Canada) the carrier will accept the determination of a passenger with a disability as to self-reliance as per rule 25, transportation of a passenger with a disability.

Note: If the passenger is accompanied by an attendant and the passenger is refused transport, then the attendant will also be refused transport and the two will be removed from the aircraft together.

- (b) when the passenger has a contagious disease.
(c) when the passenger has an offensive odor.
(d) Medical clearance.
- (7) When the carrier determines, in good faith and using its reasonable discretion, that a passenger's medical or physical condition involves an unusual hazard or risk to their self or other persons (including, in the case of expectant mothers, unborn children) or property. The carrier can require the passenger to provide a medical certificate that then may be assessed by the carrier's own medical officer as a condition of the passenger's acceptance for subsequent travel. The carrier may refuse transportation to the person posing such hazard or risk.
- (a) An expectant mother with a complication-free pregnancy can travel on the carrier's flights up to the 36th week of her pregnancy or up to four weeks before her expected due date without a medical certificate.
- (b) An expectant mother who is in or beyond the 36th week of her pregnancy must present a medical certificate, dated within 72 hours of the scheduled time of departure. The certificate must state that the physician has examined the patient and found her to be physically fit for travel by air and the certificate must state the estimated date of birth.
- (8) Failure to provide a suitable escort when the passenger requires an escort due to a mental health condition and under care of a psychiatric institution or in the custody of law enforcement personnel or other responsible authority and the

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necessary arrangements have not been made with the carrier in advanced of the departure of the flight, the passenger will be denied boarding. However, the carrier will accept escorted passengers under the following conditions when the passenger has a mental health condition and is under care of a psychiatric institution or in custody of law enforcement personnel or other responsible authority:

- (a) Medical authority furnishes assurance, in writing, that an escorted person with a mental health condition can be transported safely.
 - (b) Request for carriage is made at least 48 hours before scheduled departure.
 - (c) The escort must accompany the escorted passengers at all times.
- (9) Service dog - Failure to Present Documentation, Inadequate Notice and Prohibited Conduct
Service dogs will be refused transport if:
- (a) the person with a disability fails to have in their possession documentation at the time of check-in which demonstrates that the dog has all the necessary valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit.
 - (b) the service dog is over the size allowance for a single passenger seat, and additional space was not requested in advance and cannot be arranged due to flight capacity limitations or in time to meet the Check In Cut-Off Time and Boarding Cutoff Time Limits in Rule 30.
 - (c) the person does not have the required control measures for the dog, or the control measures do not identify the dog as a "service animal" or "service dog".
 - (d) the service dog was running freely.
 - (e) the service dog was barking or growling repeatedly at other persons
 - (f) the service dog bit another passenger, an employee or contractor of the carrier, or another person at the airport or onboard the aircraft.
 - (g) the service dog was jumping on people.
 - (h) the service dog urinated or defecated in the cabin or gate areas.
 - (i) the service dog was causing significant disruption in the cabin or at an airport gate area.
- (B) Passenger's conduct - refusal to transport- prohibited conduct and sanctions
- (1) Prohibited conduct
Without limiting the generality of the preceding provisions, the following constitutes prohibited conduct where it may be necessary, in the reasonable discretion of the carrier, to take action to ensure the physical comfort or safety of the person, other passengers (in the future and present) and/or the carrier's employees; the safety of the aircraft; the unhindered performance of the air crew members in their duty onboard the

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aircraft; or safe and adequate flight operations:

- (a) The person, in the reasonable judgment of the carrier, is under the influence of alcohol or drugs (except a patient under medical care).
 - (b) The person's conduct, or condition is or has been known to be abusive, offensive, threatening, intimidating, violent or otherwise disorderly, and, in the reasonable judgment of the carrier, there is a possibility that the person would cause disruption or serious impairment to the physical comfort or safety of other passengers or carrier's employees, interfere with an air crew member in the performance of his/her duties, or otherwise jeopardize safe and adequate flight operations.
 - (c) The person's conduct involves any hazard or risk to their self or other persons or to property.
 - (d) The person fails to observe the instructions of the aircraft crew, including instructions to stop any prohibited conduct.
 - (e) The person is unable or unwilling to sit in his/her assigned seat with the seat belt fastened.
 - (f) The person smokes or attempts to smoke in the aircraft.
 - (g) The person uses or continues to use a cellular phone, a laptop computer or another electronic device onboard the aircraft after being advised to stop such use by a member of the air crew.
 - (h) The person is filming, photographing, or recording images, by any electronic means, of other passengers and/or cabin crew or flight crew without the express consent of the person(s) being filmed, photographed or recorded, or continuing to film, photograph, or record the image of other passengers and/or cabin/flight crew after being advised to cease such conduct by a member of the cabin/flight crew.
 - (i) The person is barefoot.
 - (j) The person is inappropriately dressed.
 - (k) The person has a prohibited article or concealed or unconcealed weapons(s). however, the carrier will carry law enforcement or armed forces personnel who meet the qualifications and conditions established under governmental authority.
 - (l) The person has resisted or may reasonably be believed to be capable of resisting escorts.
 - (m) The carrier will refuse transport to a passenger that presents a biohazard risk to carrier employees and/or other passengers due to emesis (vomit), urine, feces, or other bodily fluids.
- (2) Carrier response to prohibited conduct where, in the exercise of its reasonable

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discretion, the carrier decides that the passenger has engaged in prohibited conduct described above, the carrier may impose any combination of the following sanctions:

- (a) Removal of the passenger at any point.
 - (b) Probation: At any time, the carrier may stipulate that the passenger is to follow certain probationary conditions, such as to not engage in prohibited conduct, in order for the carrier to provide transport to the passenger. Such probationary conditions may be imposed for any length of time which, in the exercise of the carrier's reasonable discretion, is necessary to ensure the passenger continues to avoid prohibited conduct.
 - (c) Refusal to transport the passenger: the length of this refusal to transport may range from a one-time refusal to a longer period determined at the reasonable discretion of the carrier in light of the circumstances. such refusal will be for a period appropriate to the nature of the prohibited conduct and until the carrier is satisfied that the passenger no longer constitutes a threat to the safety of other passengers, air crew or the aircraft or to the comfort of other passengers or air crew; the unhindered performance of the air crew members in their duty onboard the aircraft; or safe and adequate flight operations.
 - (d) The following conduct will automatically result in a refusal to transport, up to a possible lifetime ban:
 - (i) The person continues to interfere with the performance of an air crew member's duties despite verbal warnings by the air crew to stop such behavior.
 - (ii) The person injures an air crew member or other passenger or subjects an air crew member or other passenger to a credible threat of injury.
 - (iii) The person displays conduct that requires an unscheduled landing and/or the use of restraints such as ties and handcuffs.
 - (iv) The person repeats a prohibited conduct after receiving a notice of probation as mentioned in (2) above.These remedies are without prejudice to the carrier's other rights and recourses, namely to seek recovery of any damage resulting from the prohibited conduct or as otherwise provided in the carrier's tariff, including recourses provided in the carrier's frequent flyer program or the filing of criminal or statutory charges.
- (3) Costs resulting from prohibited conduct the passenger(s) who engage in any of the prohibited conduct described above (including the conduct

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listed in rule 30(B)(2)(d)(i) to (iv)) shall be liable to the carrier for any and all claims, damages, losses, fines, penalties, liabilities, judgments, costs and expenses of any kind or nature whatsoever (including but not limited to interest, court costs and attorney's fees), which in any way arises out of our result from the prohibited conduct, including but not limited to injury to or death of any person, damage to or destruction of any property, real or personal, and liability or obligations under or with respect to any violation of law or regulation.

- (C) Recourse of the passenger/limitation of liability
- (1) The carrier's liability in case of refusal to carry a passenger for a specific flight or removal of a passenger en route for any reason specified in the foregoing paragraphs will be in accordance with rule 105(B), involuntary cancellations.
 - (2) A person who is refused carriage for a period of time, up to a lifetime ban, or to whom a probation notice is served may provide to the carrier, in writing, the reasons why he/she believes they no longer pose a threat to the safety or comfort of passengers or air crew, or to the safety of the aircraft. Such document may be sent to the address provided in the refusal to carry notice or the notice of probation.
 - (3) The carrier will respond to the passenger within a reasonable period of time providing carrier's assessment as to whether it remains necessary to continue the ban or maintain the probation period.
 - (4) Except as otherwise provided for in this rule and to the extent permitted by law, the carrier shall not be liable to any passenger or other person for refusing to board or transport that passenger or any person on any aircraft at any point in the flight; nor shall the carrier be liable to any of the passengers or other person for exercising its discretion not to refuse to board or transport or remove any passenger or other person on or from the aircraft.
 - (5) For services departing the European Union (EU), the carrier will apply the provisions of EC regulation no. 1107/2006.
 - (6) For services departing Mexico, the carrier will apply the provisions of the civil aviation law, passenger rights.
 - (7) To the extent permitted by law, any dispute or matter arising from connected with or relating to this tariff, or any related matters, must be resolved before the Canadian courts sitting in the City of Calgary in the Province of Alberta and the parties and each of them hereby irrevocably submit and attorn to the original and exclusive jurisdiction of this court in respect of any dispute or matter related to this tariff.

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Rule 35 Acceptance of Children

- (A) Accompanied children under 5 years of age will be accepted for transportation when accompanied by their parent or a passenger who is at least 16 years of age. Children over the age of 5 and under 12 years of age are accepted for transportation when accompanied on the same flight and in the same compartment by a passenger at least 12 years of age.
- (B) Unaccompanied westJet no longer offers an unaccompanied minor service for international flights.
- (C) Infants An infant under 2 years of age not occupying a seat and accompanied by a passenger at least 16 years of age or their parent will be transported without charge. A birth certificate is required for all infants under the age of two, other documents such as letter of travel consent signed by parent(s) or guardian(s) may also be required. If a lap held infant turns two years old within 30 days of the return flight, carrier will not charge a fare for the return flight. However, the carrier is required to collect and submit applicable taxes, fees and charges.
- (D) Guardian fare policy and procedures Children up to the age of 5 will be accepted for transportation when accompanied by their parent or a passenger who is at least 16 years of age. Children between the ages of 5-11 years inclusive will be accepted for transportation when accompanied by a guardian. The carrier has implemented a guardian fare program which allows a passenger to travel with a child to a destination and return at a later time to collect the child. The specific terms and conditions applicable to the guardian fare follow.
- (1) Children between 2-11 years of age are eligible to travel on westJet flights under the guardian fare program, provided that infants and children up to the age of 5 must be accompanied by their parent or a passenger who is at least 16 years of age. This program is not available for travel on code-share flights.
 - (2) The guardian(s) must be the child's parent or be at least 16 years age for children under the age of 5, and at least 18 years of age for children over the age of 5.
 - (3) All reservations are based upon availability.
 - (4) The guardian (or guardians) must be assigned at the time of booking and will be fully responsible for the transportation of the child(ren).
 - (5) The fare for children traveling on the guardian fare program is based on the rate available at time of booking.
 - (6) The guardian will receive a fifty percent reduction off the lowest fare available at the time of their reservation.

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- (7) The guardian fare is only valid for one person travelling with the child(ren).
- (8) The guardian may travel with more than one child.
- (9) Two separate people may be designated as guardians at the time of travel - one person travelling on the outbound flight, and a different person traveling on the return flight.
- (10) The scheduled departure time for the return flight must be within 24 hours of the original flight (based on the time of the original departure city). If the next available flight is not within this 24-hour time restriction, the guardian fare will not be booked, no exceptions. For example flights to destinations where flights only occur once a week would not be eligible to be booked using the guardian fare program. The scheduled departure time for the return flight of the guardian must be no less than two (2) hours after the original flight arrives at the destination.
- (11) Guardian fare bookings are created under a separate reservation code from the child(ren).
- (12) Guardian fare bookings can only be made and modified through the carrier's reservation centre.
- (13) Once the outbound portion of the flight(s) has been taken, any cancellation of additional flights on the guardian's reservation will result in a full loss of the remaining fare, fees, taxes and surcharges associated. No compensation will be issued in any form.

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Rule 55 Limitation of Liability - Passengers

- (A) For travel governed by the Montreal Convention
For the purpose of international carriage governed by the Montreal Convention, the liability rules set out in the Montreal Convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.
- (B) For travel governed by the Warsaw Convention
Carriage hereunder may be subject to the rules and limitations relating to liability established by the Warsaw Convention, or such convention as amended, unless such carriage is not "international carriage" as defined by the Warsaw Convention.
- (C) For travel governed by either the Montreal Convention or the Warsaw Convention
Nothing herein shall be deemed to affect the rights and liabilities of the carrier with regard to any person who has willfully caused damage which resulted in death, wounding, or other bodily injury of a passenger. The carrier does not maintain, operate or provide ground transportation between airports, or between airports and city centres. Any such services are performed by independent contractors who are not, and shall not be deemed to be the agents of employees of the carrier. The carrier shall not be liable for the acts or omissions of any such independent contractors.
- (D) The carrier will not be responsible for errors or omissions in this tariff or in other representations of schedules, fares, or other terms and conditions.
- (E) The carrier will not be responsible or liable for a passenger missing a connection that is not included in the itinerary set out in the ticket.
- (F) The carrier will not be responsible or liable for a passenger missing a cruise, rail journey, or any other booking not made with the carrier by reason of an insufficient amount of time between the scheduled arrival of a flight included in the itinerary set out in the ticket and the scheduled departure of the cruise, rail journey, or any other booking not made with the carrier.

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Rule 60 Limitation of Liability for Baggage or Goods

- (A) If the passenger's baggage does not arrive on the same flight as the passenger, the carrier will take steps to deliver the baggage to the passenger's residence/hotel as soon as possible. The carrier will take steps to inform the passenger on the status of the baggage and will ensure the passenger has their incidentals covered or an overnight kit as required. Incidental authorization is CAD 100 for the first 48 hours then an additional CAD 150 after 48 hours. This does not limit or reduce the passenger's right to claim damages, if any, under the applicable convention or under the law.
- (B) For travel governed by the Montreal Convention the liability rules set out in the Montreal Convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.
- (C) For travel governed by the Warsaw Convention carrier liability for the loss of, damage to or delay in the delivery of any personal property, including baggage which are carried as checked baggage and goods, is limited to the sum of, a maximum of 17 SDRs per kilogram for checked baggage and cargo and 332 SDRs for carry-on baggage, except for mobility aids, unless the passenger at the time of presenting such baggage or goods for transportation, has declared a higher value and paid an additional charge in accordance with this rule. In the case of loss, damage or delay of part of property carried as checked baggage, the weight to be taken into consideration in determining the amount to which the carrier's liability is limited shall be only the total weight of the property lost, damaged or delayed. Nevertheless, when the loss, damage or delay of a part of the property affects the value of other property covered by the same baggage check, the total weight of the property covered by the baggage check shall also be taken into consideration in determining the limit of liability.
- (D) The rate for converting special drawing rights into Canadian dollars shall be the rate prevailing on the date on which the amount of any damage to be paid by the carrier is ascertained by a court or, in the event a settlement is agreed between carrier and claimant, on the date settlement is agreed.
- (E) For travel governed by either the Montreal Convention or the Warsaw Convention
If the passenger or charterer does elect to declare a higher value an additional charge shall be payable and the carrier's liability will not exceed the higher value declared. The additional charge shall be calculated as follows:
- (i) The amount of the carrier's basic liability for itineraries governed by the Montreal Convention set out above shall be up to 1,288 SDRs including incidental expenses unless excess valuation has

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- been purchased;
- (ii) No charge shall be payable on that part of the declared value which does not exceed basic carrier liability;
 - (iii) For that part of the declared value which does exceed basic carrier liability, (excess valuation) a charge shall be payable at the rate of USD/CAD \$10.00 to a maximum total liability of USD/CAD \$3,000.00 including basic carrier liability.
 - (iv) The liability limit does not apply if it is proved that the damage resulted from an act or omission of the carrier, its servants or agents, done with intent to cause damage provided that in the case of the agent or servant it is proved that such servant or agent was acting within the scope of its employment.
no action will be taken against the carrier in case of loss or delay in the delivery of checked and unchecked baggage unless the passenger complains in writing to the carrier within:
 - (a) 21 days from the date on which the baggage has been placed at the passenger's disposal (in the case of delay); or,
 - (b) 21 days from the date on which the baggage should have been placed at the passenger's disposal (in the case of loss).
- (F) For travel not governed by a convention, the carrier's liability for delay, damage, or loss of baggage will not exceed 1,288 special drawing rights per passenger.
- (G) In the case of damage to checked baggage, the passenger must complain to the carrier immediately after discovery of damage, and at the latest, within seven days from receipt of the baggage. any claim against a carrier will be extinguished unless an action is brought within two years reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped. In the carriage of baggage, the liability of the carrier in the case of destruction, loss, damage or delay is limited to the liability amounts set out above for each passenger, not per bag.
If the passenger has made, at the time when the checked baggage was handed over to the carrier, a special declaration of interest in delivery at destination and has paid a supplementary sum if the case so requires additional coverage is available above.
In any event, the carrier shall not have any liability under this tariff for any loss or claim where passenger has made a misrepresentation regarding proof of amount of loss or the circumstances regarding submission of proof of amount of loss. In the case of damage caused by delay the liability of the carrier is determined per passenger, not per bag.

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(H) In no case shall the carrier's liability exceed the actual loss reasonably suffered by the passenger. All claims for loss or damage to baggage or goods are subject to proof of amount of loss. The carrier is entitled to disallow claims where a passenger fails to provide proof of loss in the form of receipts unless other sufficient proof of loss is provided.

(I) For travel that is not governed by the Montreal Convention or the Warsaw Convention, carrier liability for the loss of, damage to or delay in the delivery of any personal property, including baggage which are carried as checked baggage and carry-on baggage is limited to a maximum of 1,288 special drawing rights per passenger.

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Rule 65 Tickets

- (A) No person shall be entitled to transportation except upon presentation of a valid confirmation number and acceptable photo identification.
- (B) Tickets are not transferable and the carrier is not liable to the owner of the ticket for honouring or refunding such ticket when presented by another person.
- (C) The carrier does not accept paper tickets generated by any other air carrier or its agent.

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Rule 70 Confirmation of Reserved Space

A reservation of space on a given flight is valid when the Availability and allocation of such space is confirmed by The carrier to a person subject to payment or other Satisfactory credit arrangements. A passenger with a valid Confirmation number reflecting reservations for a specific Flight and date on the carrier is considered confirmed, Unless the reservation was cancelled due to one of the Reasons indicated in rule 15(b). The carrier does not Guarantee any specific seat.

(A) Policy and procedures

terms and conditions of seat selection are as follows: availability of seats is determined by the type of aircraft operating a selected flight and the fare level purchase.

Advance seat selection may not be offered on some flights based on operational restrictions.

some seats will be unavailable due to operational requirements.

Advance seat selection is an option available to all passengers; However this option may not be available through some reservation channels. Not all seats will be available to all fare types.

Passengers with disabilities may request a seat by contacting the carrier's call centre.

advance seat selection for a fee is an option available up until two (2) hours prior to flight departure through the carrier's website, and up until 60 minutes prior to flight departure through the carrier's reservation centre (with the exception of the premium and business fare type which have the option of selecting a seat at no additional charge).

Seat selection within 24 hours of flight departure is available at no charge through the carrier's website.

advance seat selection is not guaranteed, and may be subject to change/cancellation based on operational requirements.

(B) Advance seat selection fees

(1) Advance seat selection fees are shown in Canadian dollars, and may be payable in the currency of the reservation as per rule 15 (a)). Advance seat selection fees are calculated per segment (i.e. as identified by a change in flight number) for each direction of travel from the origin point to the destination point. When seats are selected on multi-segment flights the fee shall be collected for each flight segment.

(2) Fee calculations are based on the approximate flight time for each flight segment. For round-trip reservations, seat selection fees are charged in each direction of travel. different seat fees apply for regular, exit row and premium fare seats. Seat selection fees are refundable to the original form of payment up

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- until 24 hours before the scheduled time of departure. In the event of full cancellation of the itinerary made more than two hours before the originally scheduled time of departure, the seat fee will be included in the cancellation funds.
- (3) The addition of a seat selection to a new or existing reservation is not considered a change to the reservation, and therefore will not incur a change fee. Changes to seat type - passengers who have purchased a regular seat and request a move to an emergency exit row seat will be required to pay any increase in the fee; a refund or credit will be issued for a decrease in fee amount. where taxes are applicable to the flight, they shall also be applicable for seat selection fees.

Table

	Regular	Preferred	Exit Row	Premium/ Business
Basic	\$10-200	\$10-200	\$10-200	Excluded
Econo	\$5-200	\$5-200	\$5-200	\$20-5000
EconoFlex	\$0	\$5-200	\$5-200	\$20-5000
Premium	\$0	\$0	\$0	Included
PremiumFlex	\$0	\$0	\$0	Included
Business	\$0	\$0	\$0	Included
BusinessFlex	\$0	\$0	\$0	Included

*Premium/Business seats fees are included in the purchase of A Premium/Business Fare.

Preferred seat - A seat that may have extra leg room, or is otherwise located in front of the wing but behind the designated premium rows. Otherwise a row can be considered preferred if it is located in front of the wing, which allows passengers the convenience of disembarking more quickly upon arrival.

Upgrades to Premium or Business class fee - if available at time of check in, passengers can purchase a seat in Premium or Business for \$20 - 5000. Prices vary depending on the length of flight. Prices above are stated in Canadian dollars.

- (C) Changes and cancellations to an advance seat selection
 this section only deals with changes or cancellations

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made to a reservation where a seat selection fee is present.

- (1) Changes to a seat selection on a reservation will not incur a change fee.
 - (2) For changes to seat selection requests where there is a difference in seat type, the carrier shall waive any difference in the seat fee for increases; However the carrier will not refund any difference if there is a decrease in the fee.
 - (3) The addition of a seat selection on a reservation will not incur a change fee.
 - (4) Passenger initiated cancellations - of a reservation or segment(s) where a seat selection fee has been collected will result in the seat selection fee being refundable.
 - (5) The carrier reserves the right to cancel or change the selected seat(s) on any segment(s) for which fees have paid, at any time, for any reason, without notice to any passengers affected thereby and, in connection therewith, the carrier shall not provide a refund, but may provide a credit to any passenger in respect of such cancellation or change.
 - (6) Notwithstanding the above, the carrier reserves the right to accommodate the passenger with seating in a comparable seat, or the best seat available at the time, or to provide a non-refundable credit or refund for the fees associated with the seat.
- (D) For flights departing on or after December 15, 2019 the carrier will make reasonable efforts to ensure that children are seated with their accompanying parent or guardian. The carrier provides passengers the option to pre-purchase seat selection (see (a) and (b) above) up to 24 hours prior to departure but there is no obligation to do so.
- (1) In order to facilitate the assignment of a seat to a child or minor who is under the age of 14 years in close proximity to a parent, guardian or tutor, the carrier will, when applicable, assign a seat before check-in to the child or minor that is in close proximity to their parent, guardian or tutor at no extra cost.
 - (2) If the passenger is assigned a seat that is in a lower class of service than their ticket provides, the carrier will reimburse the difference in price between the classes of service, but if the passenger chooses a seat that is in a higher class of service than the ticket provides, the carrier will request supplementary payment representing the price difference between the classes of service.
 - (3) If the carrier is unable to assign seats prior to check in, the carrier will advise passengers prior to check-in that the carrier will facilitate seat assignment at the time of check-in or at the boarding gate and will make all reasonable attempts to do so.
 - (4) If the carrier is unable to assign seats at the time of check in, the carrier will ask for volunteers to change seats at the time of boarding. if there are no volunteers,

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the carrier will once again ask for volunteers to change seats before take-off.

(5) In the case of a child who is four years of age or younger, the carrier will facilitate the assignment of a seat that is adjacent to their parent, guardian or tutor's seat.

(6) In the case of a child who is 5 to 11 years of age, the carrier will facilitate the assignment of a seat that is separated from the parent, guardian or tutor's seat by no more than one seat.

(7) In the case of a minor who is 12 or 13 years of age, the carrier will facilitate the assignment of a seat that is separated from the row of their parent, guardian or tutor's seat by no more than one row.

* Effective December 15, 2019

Notwithstanding the above, the carrier reserves the right to accommodate affected passenger(s) with seating in a comparable seat(s), or the best seat(s) available at the time, or to provide a non-refundable credit or refund for the fees associated with the seat(s).

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Rule 75 Schedule Irregularities

(A) General

Schedules are not guaranteed. Flight schedules are subject to change without notice, and the times shown on WestJet's published schedules, tickets, timetable and advertising are not guaranteed and form no part of this contract. The carrier will not be responsible for errors or omissions either in timetables or other representation of schedules. No employee, agent or representative of the carrier is authorized to bind the carrier by any statement of representation regarding the dates or times of departure or arrival, or of the operation of any flight.

(B) Definitions

- (1) "Schedule irregularities" means the following:
- (a) Change in the scheduled departure or arrival of the carrier's flight;
 - (b) Cancellation of flight, or omission of a scheduled stop, or;
 - (c) Change of schedule itinerary which require rerouting of a passenger at departure time of his or her original flight.
 - (d) Schedule change;

Exception:

Schedule irregularity does not include force majeure events and does not include events governed by the APPR.

- (2) "Schedule change" means the following:
- (a) The cancellation of a scheduled flight where no WestJet flight of comparable routing is available within one-hundred eighty (180) minutes of the original time of departure; or
 - (b) A change in the scheduled departure time of a WestJet flight which exceeds one-hundred eighty (180) minutes; or
 - (c) A change in the routing of a scheduled WestJet flight which adds one (1) or more stops to the original itinerary; or
 - (d) A change in the routing of a WestJet scheduled flight that results in a scheduled arrival time more than one-hundred eighty (180) minutes later than the original scheduled arrival time; or
 - (e) Any change in the arrival time of a WestJet flight that results in a misconnection to any flight shown in the same reservation and ticket.
- (3) OFOP means original form of payment.
(4) Advance flight departure means flight will depart prior to scheduled departure date or time.

(C) Prior to purchase Reservations:

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Passenger's responsibility:

- (1) The passenger or passenger's agent (examples: travel agent, other carrier, etc.) Must provide appropriate passenger contact information for schedule change notifications at the time of booking and shall update the carrier with changes to ensure schedule change notifications are received prior to travel.
 - (2) The passenger should acknowledge and/or accept WestJet's schedule change notifications or notifications from the entity where they booked (example: travel agent, other carrier, etc.) To ensure they are aware of their WestJet itinerary and can adjust their plans accordingly as schedules are subject to change.
 - (3) The passenger must arrive at the airport with sufficient time to complete check-in, government formalities, security clearance and the departure process while meeting the time limits of the carrier. Flights will not be delayed for passengers who have not completed any of these pre-boarding requirements. This will be considered a no show by the carrier.
 - (4) The carrier will not be liable for loss of expense due to the passenger's failure to comply with this provision. Any amounts paid for the ticket, including fare, fee, charge, surcharge, and tax paid by a passenger or passengers are forfeited in the event the passenger(s) fail(s) to show up for a flight.
- (d) Prior to travel
- (1) Change in schedule
 - (a) WestJet may need to substitute other aircraft and may change, add, or omit intermediate stops. WestJet cannot guarantee that passengers will make connections to other flights by WestJet or by other carriers.
 - (b) The carrier will make all reasonable efforts to transport the passenger and his/her baggage at the times indicated in its published schedules and timetables.
 - (c) In the event of a schedule change, the passenger is entitled to a full refund to the original form of payment or accept to be booked on the next available WestJet flight, if there are seats in the class of service within the cabin originally purchased. If there are seats available in an alternate cabin,

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the passenger can choose to either cancel their existing booking and purchase a new seat in the cabin available or accept a refund in the fare difference for a lower cabin or pay the fare difference for a higher cabin. Any refund will be to original form of payment and change fees will be waived.

- (d) When a schedule change results in the cancellation of all westJet service to a destination, at westJet's sole discretion, and if acceptable to the passenger, westJet may arrange for the passenger to travel on another carrier or via ground transportation.
- (e) The carrier will make all reasonable efforts to inform passengers of delays and schedule changes and, to the extent possible, the reason for the delay or change.
- (f) The carrier will not guarantee and will not be held liable for cancellations or changes to flight times that appear on passengers' tickets due to an event of force majeure.
- (g) The carrier shall not be liable for damage occasioned by overbooking or cancellation if the carrier proves that it, and its employees and agents, took all measures that could reasonably be required to avoid the damage or if it was impossible for the carrier, and its employees or agents to take such measures. Having taken all known circumstances into consideration, the carrier will take all measures that can reasonably be required to avoid or mitigate the damage caused by the advance flight departure, overbooking and cancellation.

(2)

(d) Schedule Irregularities: Carrier Controlled:
 within 14 days to travel, downgrade
 refund will be limited to:

Original Cabin	Domestic & TB Cabin Travelled	
Business	Premium	Economy 50% of base fare for affected segment to OFOP
Business	50% of base fare for affected segment	50% of base fare for base fare for affected
Premium		

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			segment
Original Cabin		International Cabin travelled	
	Business	Premium Business surcharge or 50% base fare for affected segment to OFOP, whichever is higher to OFOP	Economy Business surcharge and 50% of base fare for affected segment to OFOP
Business			
Premium			50% of base fare for base fare for affected segment

- (i) The passenger will also have the option to cancel booking and refund to original form of payment. The cancel fee will be waived.
- (ii) Downgrade refund will be determined once travel is complete.
- (3) Irregular operations: non-carrier controlled:
 - (a) within 14 days to travel, downgrade compensation will be limited to fare difference between classes of services.

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Rule 80 Application of Fares and Routings

- (A) General
The price of transportation shall be disclosed at the time of confirmation, however fares are subject to change without notice.
- (B) Currency
all fares and charges are stated in the currency of the country from which the passenger will initiate travel.
- (C) Fare changes
The carrier's fares are changed from time to time.
- (D) connecting flights
when an area is served by more than one airport and a passenger arrives at one airport and departs from another airport, transportation between those airports must be arranged by and at the expense of the passenger.
- (E) Stopover
 - (1) A stopover means a deliberate interruption of a journey by the passenger, agreed to in advance by the carrier, at a point between the place of departure and the place of destination.
 - (2) In no event will a stopover occur when the passenger departs from the intermediate city on a flight scheduled to depart within 4 hours after the passenger's arrival.
- (F) Routing
A fare applies only to:
 - (1) Transportation via the routing specified by the carrier in reference to that fare. Any other routing may subject the passenger to an additional charge.
 - (2) Transportation between the airports. Tickets may not be issued or accepted for transportation that will either originate or terminate at an airport other than the airport for which the fares are published.
- (G) Infants
One infant under two (2) years of age not occupying a seat and accompanied by their parent or a passenger at least 16 years of age will be transported without charge. A birth certificate is required for all infants under age two (2).
- (H) Guardian fare
The guardian fare will allow parents or guardians (passenger 16 years of age or older for children and infants under 5, and 18 years of age or older for children over 5) to escort their children (passengers between the ages of two (2) and 11 years of age), at a substantially reduced rate, to their destination and then return immediately to their city of origin.

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Rule 85 Acceptance of Baggage and Cargo†

- (A) Acceptance of carry-on baggage
All carry-on baggage must be stored in an overhead bin or placed completely under the seat directly in front of the passenger.
The carrier can accept one (1) carry on item per fare paying passenger and one (1) personal item per fare paying passenger on flights to all destinations. In all cases, the items may not exceed the applicable measurements outlined below:
Carry-on item: maximum size of 53 cm x 23 cm x 38 cm (21 in. x 9 in. x 15 in.)
Personal item: maximum size of 41 cm x 15 cm x 33 cm (16 in. x 6 in. x 13 in.)
In the interest of passenger safety within the cabin, the carrier also reserves the right to check any carry-on baggage that does not fit due to bulkouts within the cabin.

Any item larger than the carry-on baggage size and any item exceeding the carry-on and personal item allowance will be checked to the passenger's final destination.

A gate checked baggage fee of \$100 CAD/USD will apply.

- (B) Acceptance of checked baggage

Checked Baggage is accepted until the Check-in Cut-Off Time Limit outlined in Rule 30, and provided that there is available space as follows:

- (1) A first, second, third or fourth piece of checked baggage within the weight and size limits defined in this section will be charged according to the fee tables below with the exception of passengers (excluding infants) travelling with WestJet Encore which has a limit of three (3) total checked bags or, passengers travelling to/from Jamaica or Trinidad and Tobago, where a maximum of two checked bags are permitted.
- (2) Oversized baggage in excess of the combined dimensions of 157 cm (62 inches) but not exceeding 203 cm (80 inches) will be accepted to/from all destinations (except Jamaica or Trinidad and Tobago), subject to the fees in the tables below. Baggage with combined dimensions exceeding 203 cm (80 inches) will not be accepted for transport.
- (3) Overweight baggage: more than 23 kg (50 lbs) but not exceeding 45 kg (100 lbs) will be accepted to all destinations (except Jamaica or Trinidad and Tobago as overweight baggage will not be accepted, and to and from

†† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 85 are effective November 11 2021 pursuant to Order No. 2021-A-3 of the CTA.

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- all destinations in Europe where the maximum weight must not exceed 32 kg (70 lbs)), subject to the fees in the tables below. Baggage over 45 kg (100 lb) will not be accepted for transport.
- (4) Combined excesses: An item of baggage that exceeds the baggage allowance, is oversize or overweight will be subject to all applicable combinations of fees.
 - (a) The carrier will not check baggage to a final destination other than the one indicated on the passenger's reservation.
 - (b) All baggage must have a baggage tag attached with the passenger's current name, address and contact telephone.
 - (c) Checked baggage may weigh up to 23kg (50lbs) with combined length plus width plus height dimensions of 157 cm (62'). See Rule 85(b) for acceptance of additional and excess baggage.
 - (d) Passengers travelling with an infant or child will be permitted to bring one diaper bag or a personal item for the child/infant and may be permitted additional infant equipment at no charge as follows:

	Carry-on baggage	Carseat for use onboard	Infant equipment (E.g. carseat, stroller playpen etc.)
Infant: lapheld or in an extra seat	Not permitted	Not permitted	Two items, plus one item in checked baggage OR Two items in checked baggage
Infant or child in a purchased seat	One	One	One item door delivered OR One item in checked baggage

Checked baggage fees: Baggage fees (note 1) may be combined (for example, if a bag is overweight (note 2) and oversize (note 3) both fees would apply), and also apply to most sporting equipment.

Fare Type	First Note 2/3	Second Note 2/3	Third note 2/3/4
Currency Basic	CAD/USD for bookings and TVL after 01Mar19	CAD/USD \$100	CAD/USD \$100 (per item)
Econo Fare Note 6	\$30	\$50	\$100 (Per Item)
Econo Flex	\$0	\$50	\$100 (Per Item)

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Fare			
Note 6			
Premium, Pre-Miumflex, Business, Businessflex	\$0	\$0	\$100 (Per Item)
Fare			
Note 6			
WestJet Vacations Tv1	\$0	\$50	\$100 (Per Item)
Outside of Canada/Us			
WestJet Vacations	\$30	\$50	\$100 (Per Item)
Note 6/7			
WestJet RBC World Elite Master Card Primary Card holders	\$0	\$50	\$100 (Per item)
Silver members	\$0	\$50	\$100 (Per item)
Note 8			
Excess Valuation	\$10 (per item)		
Handling fee	\$50 CAD/USD		
will apply for firearms, bikes, surfboards, paddleboards, kiteboards, wakeboards and wave skis	for bookings after 01mar19		
Fares are charged based on the least restrictive passenger type			
Note 1:	In the event that a bag is lost, passengers will be reimbursed for their baggage fee (not including excess valuation) in addition to settlement for the loss of baggage.		
Note 2:	In addition to any other applicable baggage fee, each overweight bag will be charged a fee of and \$100 CAD/USD.		
Note 3:	In addition to any other applicable baggage fee, any oversize baggage will be charged a fee \$100 CAD/USD. Only one oversize golf bag with clubs permitted to/from Jamaica or Trinidad and Tobago.		
Note 4:	A third or fourth piece Is not permitted on for flights to/from Jamaica or Trinidad and Tobago.		
Note 5:	A fourth piece is not permitted on flights operated by WestJet encore		
Note 6:	Includes group fares.		
Note 7:	A First bag will be charged for WestJet vacations booking for flights to/from international destinations (Caribbean,		

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Note 8: central America, Europe and Mexico).
 the fee will be waived for the WestJet rewards member and up to eight companions travelling on the same reservation; the eligible member's WestJet id must be on the reservation at the time of check-in.

(v) The carrier collects fees for checked sporting equipment in excess of the free checked baggage limits. Additional oversize and overweight fees will apply with the following exceptions in all cases, the bags must contain the equipment noted in order to be exempt.

Sporting equipment	Oversize	Overweight
Fishing rods	Exempt	75 CAD/USD
		\$100CAD/USD
Golf clubs	Exempt	75 CAD/USD
		\$100CAD/USD
Ski/snowboard	Exempt	75 CAD/USD
		\$100CAD/USD
Hockey equipment	Exempt	Exempt
Football equipment	Exempt	Exempt
Ringette	Exempt	Exempt
Lacrosse	Exempt	Exempt

- (5) The following items will be considered as one piece of baggage:
- one sleeping bag or bed roll
 - one rucksack/knapsack/backpack
 - one duffle type bag
 - one golf bag containing golf clubs and one pair of golf shoes
 - one pair of snow skis with one pair of ski poles and one pair of ski boots
 - one carton of fruit (such as pineapples, oranges)
 - one bicycle
 - one scuba diving equipment (scuba tanks must be empty)
- (6) Articles of baggage or goods will not be carried when such articles are likely endanger the aircraft, persons or property are likely to be damaged by air carriage, are unsuitable packed, or the carriage of which would violate the laws, regulations, or orders of countries or possessions to be flown from, into, or over.
- (7) If the weight, size or character renders it unsuitable for carriage on the aircraft, the carrier, before departure of the flight, will refuse to carry the passenger's baggage or goods or any part thereof. The following articles will be carried only with prior consent of the carrier: firearms of any description - firearms for sport purposes will be carried as baggage provided required entry permits are in the possession of the passenger for the country of destination and provided that such firearms are disassembled or packed in a suitable case. The provisions of this

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paragraph do not apply to officers of the law traveling in the line of duty and carrying legally prescribed sidearms or other similar weapons. Passengers accept that when traveling with a firearm they must contact all operating airlines on the itinerary at least 72 hours before departure; failure to do so may result in being denied travel at any stage of the itinerary. The passenger will be wholly responsible for any costs incurred resulting from this omission of advisement.

- (8) Animals are accepted provided all conditions and requirements found below are met. See Rule 90.
- (9) Musical instruments provided it is safe to do so, the carrier may accept properly packaged musical instruments as either checked or carry-on baggage, depending on the instrument's weight or dimension.
 - (a) Carry-on:
Seats cannot be purchased for musical instruments; however small musical instruments may be permitted as a passenger's carry-on baggage allowance provided that:
 - (i) It meets the carrier's current carry-on requirements; Rule 85(A) and
 - (ii) It fits under the seat in front or the overhead bin.

Due to cabin storage space limitations, the carrier cannot guarantee that a musical instrument can be accommodated on board. storage is provided on a "first come, first serve" basis.

If there is no space available in the cabin to securely store the musical instrument, or if deemed required by airline staff, the musical instrument may need to be checked at the gate and transported as checked baggage.

- (b) Checked baggage:
If musical instruments are checked in separately, the instrument counts as one piece of baggage towards the maximum number of checked bags allowed by fare type. If a passenger's baggage count (musical instrument plus number of other bags to be checked) exceeds the maximum number of items allowed by fare type, additional checked baggage charges will apply. If the musical instrument weighs more than 23kg (50lb), overweight baggage charges will apply. The maximum weight of musical instruments the carrier can carry is 32kg (70lb). A musical instrument cannot exceed a combined length + width + height dimension of 157 cm (62"). musical instruments must always be packaged in a rigid/hard shell container designed to ship such items. For string instruments, passengers are responsible for ensuring that the strings are loosened so that tension is reduced on the top and neck of the instrument.

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In the event of aircraft substitution preventing the transportation of a musical instrument in the cabin, the carrier will use reasonable efforts to (i) gate-check the instrument, or (ii) check the instrument on the next available flight.

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Rule 90 Acceptance of Live Animals†

The transportation of live animals is subject to all conditions as outlined in this rule.

(A) General conditions

General conditions of acceptance

The carrier will accept animals for transportation subject to the conditions below.

- (1) Advance arrangements must be made.
- (2) The animal must be harmless, inoffensive, odorless, and require no attention during transit.
- (3) The animal must be confined in a kennel subject to inspection and approval by the carrier prior to acceptance.
- (4) The carrier reserves the right to deny the transportation of the animal if the kennel is unsuitable (see kennel requirements below) or if animal is aggressive.
- (5) The passenger must make all arrangements and assume full responsibility for complying with any applicable laws, customs, and/or other governmental regulations, requirements, or restrictions of the country, state, or territory to which the animal is being transported.
- (6) Animals will be transported either in the passenger cabin or the baggage compartment of the aircraft. Conditions are outlined below.
- (7) The carrier will not be responsible in the event any such animal is refused entry into or passage through or exist from any country.
- (8) In the event the animal is denied for travel into the United States, and the passenger wants to continue to travel, the passenger will be responsible for obtaining care or alternative transportation for the animal.
- (9) The carrier will not be responsible in the event of loss, delay, injury, sickness or death of such animals.
- (10) For safety reasons, the carrier will not accept an animal for carriage if the animal is less than 8 weeks old, pregnant or in-heat.
- (11) If the animal is sedated, the passenger must present a veterinarian's note at check-in.
- (12) The carrier reserves the right to limit the number of animals carried per flight.
- (13) The carrier reserves the right to deny carriage of animals in the baggage compartment during specified seasonal restrictions periods.
- (14) Passengers must present the kennel at check in according to the times outlined in Rule 30.

(B) Animals accepted for carriage

- (1) Live animals in carry-on baggage

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 90 are effective November 11 2021 pursuant to Order No. 2021-A-3 of the CTA.

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The carrier allows one cat, dog, bird or rabbit in the cabin per passenger. No other species of animals is acceptable for carriage in the cabin. Animals in a kennel, or an empty kennel are considered to be the passenger's one (1) Carry-on item. Passengers travelling with a cat on a flight where another passenger with a severe allergy to cat dander is also travelling, will be moved to the rear of the aircraft to meet the Canadian Transportation Agency's ruling to provide increased protection to persons with a cat allergy disability. {N}If the animal's kennel exceeds the weight and size restrictions (40 cm l x 44 cm w x 21.5 cm h or 16 in. L x 17.5 in. W x 8.5 in. H), but meet the restrictions for travel as checked baggage, the carrier may accept the animal as checked baggage on a space available basis.

- (2) Live animals in checked baggage
Animals considered acceptable as part of checked baggage are cats, dogs, hedgehogs, rabbits, chinchillas, birds and guinea pigs. Live fish and reptiles are not accepted as part of a passengers checked baggage.

(C) Containers

Containers must be leak proof kennels for transporting animal and must be provided by the owner. WestJet does not provide a kennel rental or purchase service. restrictions for kennels as checked baggage

- Kennel must:
- i. Be hard sided and have the wheels removed
 - ii. Be airline approved
 - iii. Be secure
 - iv. be well ventilated
 - v. Be lined with absorbent material like a towel
 - vi. Be secured with the device originally intended by the manufacturer
 - vii. Be marked with "Live Animal"
 - viii. Be marked with directional "This Way Up" arrows on two sides, and should be marked with your pet's name
 - ix. Have food and water containers
 - x. Have devices for lifting the kennel
 - xi. Have a 3/4" protecting rim
 - xii. Have a solid bottom and roof
- Kennel must not:
- i. Be made of welded or wire mesh
 - ii. Be collapsible
 - iii. Have a plastic door
- Size restrictions: 91 cm x 61 cm x 66 cm
(36 in. L x 24 in. w x 26 in h)
weight restrictions 45 kg (up to 100 lb.)
(Pet and kennel combined);

- (D) Restrictions for kennels as carry-on baggage
Kennel must: i. Soft-sided

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ii. Airline approved
iii. Leak proof
iv. Secure
v. Well ventilated
Kennel must
Not be: i. Able to allow the animal's head
to stick out
ii. A duffle bag, gym bag or other type
of non-kennel bag
iii. Hard-sided
Size
restrictions: 40 cm x 44 cm x 21.5 cm
(16 in. L x 17.5 in. W x 8.5 in h)
You may adjust your kennel to fit
within the maximum height available
beneath the seat.
Weight
restrictions
(Pet and
kennel
combined)

(E) Charges

There is a fee of \$100-118 CAD/USD each way, plus applicable taxes, to transport an animal as checked baggage and a fee of \$50-59 CAD/USD each way plus applicable taxes to transport an animal in the cabin.

(F) Service dogs are accepted without charge, subject to the requirements outlined in Rule 25.

(G) The carrier does not accept emotional support dogs for transport.

(H) Working dogs

The carrier will accept working dogs for transportation, within the cabin of the aircraft, without charge.

- (1) Documentation may not be needed; however, the carrier can and will request documentation if deemed necessary and has the right to refuse boarding if indicators lead the carrier's employee to believe the dog is not a working dog.
- (2) If at any time the safety of crew or passengers is jeopardized the dog will be denied boarding or removed from the aircraft.
- (3) A working dog may not occupy a seat in the aircraft.
- (4) The working dog must be accompanied by a trainer or handler transporting the animal for duty.
- (5) There must be enough space in the cabin to accommodate the animal.
- (6) If the conditions of transport as indicated in this rule are not met, the dog will be required to travel in the baggage compartment. working dogs travel free of charge in the cabin only. The carrier does not provide a free service for working dogs as

checked luggage.

(7)

The carrier's staff will determine the seating location for the handler and the dog.

- (8) working dog will not be carried unless proper permits are obtained for entry into the countries of transit/final destination, and

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such permits are presented prior to commencement of travel.

- (9) Except as may otherwise be provided for in this tariff, the carrier will not be responsible in the event of injury, sickness or death of an animal.
Exception: Should an injury to or death of a working dog result from the negligence of the carrier's representatives, the carrier's liability will be limited to expeditiously providing, at its own expense, for the medical care, and if necessary, replacement of the dog.

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Rule 100 APPR Provisions

(a) General

1. The carrier will make all reasonable efforts to transport the passenger and his/her baggage at the times indicated in its timetable.
2. Times shown in timetables or elsewhere are approximate and not guaranteed and form no part of the contract of carriage. The carrier will not be responsible for errors or omissions either in timetables or other representation of schedules. No employee, agent or representative of the carrier is authorized to bind the carrier by any statement or representation regarding the dates or times of departure or arrival, or of the operation of any flight.
3. The carrier will not guarantee and will not be held liable for cancellations or changes to flight times that appear on passengers' tickets due to an uncontrollable event or event of force majeure.
4. The carrier will make all reasonable efforts to inform passengers of delays and schedule changes and, to the extent possible, the reason for the delay or change.
5. In the case of schedule irregularities, the carrier will give priority for assistance to any person with a disability and unaccompanied minors.
6. The carrier will determine when a delay or cancellation is controllable and identify which passengers are eligible for applicable compensation.
7. A delay, cancellation or denial of boarding that is directly attributable to an earlier delay or cancellation that is due to situations outside of the carrier's control, is considered to also be due to situations outside of the carrier's control when all reasonable measures to mitigate the impact of the earlier delay or cancellation have been taken.
8. A delay, cancellation or denial of boarding that is directly attributable to an earlier delay or cancellation that is due to situations within the carrier's control but required for safety purposes, is considered to also be within that carrier's control but required for safety purposes when all reasonable measures to mitigate the impact of the earlier delay or cancellation have been taken.
9. When the carrier is unable to permit a passenger to occupy a seat on board a flight because the number of seats that may be occupied on the flight is less than the number of passengers who have checked in by the required time, hold a confirmed reservation and valid travel documentation and are present at the boarding gate at the required boarding time, the carrier will follow the provisions of this rule, unless as otherwise provided in other applicable foreign legislation.

(b) Communications

1. In order to ensure timely receipt of communications, passengers must make best efforts to ensure that they, or their travel arranger, have provided WestJet with their

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WestJet rewards id, a current email address, and/or a current telephone number. passengers will be contacted via email or phone if no email address is provided. passengers will also be able to receive delay or cancellation information:

- a. via the carrier websites;
- b. at the airport during check-in;
- c. at the airport by departure and arrival screens;
- d. at the airport by carrier announcements; and
- e. on the aircraft.

(c) Tarmac delays

1. in the event that a flight operated by the carrier is delayed on the tarmac after the doors of the aircraft are closed for take-off or after the flight has landed, the carrier will provide access to lavatories in working order if equipped, proper ventilation, heating and cooling of the aircraft, food and drink in reasonable quantities, and the means to communicate with people outside the aircraft, when feasible.

2. During a tarmac delay, the carrier has an obligation to facilitate access to medical assistance in the event that a passenger requires urgent medical assistance and will take all reasonable steps to facilitate such access.

3. In the event that a flight operated by the carrier is delayed on the tarmac, while at an airport in Canada, the carrier will provide passengers the opportunity to disembark after three hours of the aircraft doors being closed for take-off or three hours after landing, unless it is likely that take-off will occur less than three hours and 45 minutes after the aircraft doors are closed for takeoff and the carrier is able to continue to provide access to lavatories in working order if equipped, proper ventilation, heating and cooling of the aircraft, food and drink in reasonable quantities, and the means to communicate with people outside the aircraft, when feasible.

4. The carrier will not allow passengers on a flight to disembark if not possible, including if it is not possible for reasons related to safety and security or due to directions by air traffic control or customs control.

5. If the carrier allows passengers to disembark, priority will be given to passengers with disabilities and their support person and/or service animal if any, when feasible.

(d) Delays, cancellations or denial of boarding outside of the control of the carrier

1. A delay, cancellation or denial of boarding is deemed outside of the control of the carrier if it is caused by an event of force majeure.

2. When a delay, cancellation or denial of boarding has occurred and is due to situations outside of the carrier's control, the carrier will provide passengers with the reason for the delay, cancellation or denial of boarding, provide information related to compensation to which passengers may be entitled to, provide information regarding the standard of treatment for passengers, if

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any, and provide information regarding the recourse available against the carrier, including recourse to the Canadian Transportation Agency, if applicable.

3. The carrier will communicate new information to passengers as soon as feasible and will provide updates to passengers every 30 minutes until a new departure time is set or alternative travel arrangements have been made. the method of communication will be provided in the method preferred by a passenger, if indicated, and in a method that is compatible with adaptive technologies intended to assist persons with disabilities, if applicable.

(e) Delays, cancellations or denial of boarding within the carrier's control but required for safety purposes

1. A delay, cancellation or denial of boarding is deemed within the control of the carrier but required for safety purposes when required by law in order to reduce risk to passenger safety and includes required safety decisions made within the authority of the pilot of an aircraft or a decision made through a safety management system to ensure aviation safety or the safety of the public, but does not include scheduled aircraft maintenance.

2. The carrier will provide passengers with the reason for the delay, cancellation or denial of boarding, provide information related to compensation to which passengers may be entitled to, provide information regarding the standard of treatment for passengers, if any, and provide information regarding the recourse available against the carrier, including recourse to the Canadian Transportation Agency, if applicable.

3. The carrier will communicate new information to passengers as soon as feasible and will provide updates to passengers every 30 minutes until a new departure time is set or alternative travel arrangements have been made. the method of communication will be provided in the method preferred by a passenger, if indicated, and in a method that is compatible with adaptive technologies intended to assist persons with disabilities, if applicable.

4. The carrier will not deny boarding due to situations within the carrier's control but required for safety purposes, unless the carrier has asked all passengers if they are willing to give up their seat. the carrier will not deny boarding to a passenger who was already on board the aircraft, unless the denial of boarding is required for safety.

5. The carrier may offer a benefit in exchange for a passenger willingly giving up their seat and will provide written confirmation of the benefit if accepted by the passenger.

6. If denial of boarding is necessary, the carrier will select passengers who will be denied boarding, giving priority to unaccompanied minors, a person with a disability and their support person and/or service animal if any, a passenger who is travelling with family member, and a passenger who was previously denied boarding on the same ticket, in that order.

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(f) Delays, cancellations or denial of boarding within the carrier's control

1. When a delay, cancellation or denial of boarding has occurred and is due to situations within the carrier's control, the carrier will provide passengers with the reason for the delay, cancellation or denial of boarding, provide information related to compensation to which passengers may be entitled to, provide information regarding the standard of treatment for passengers, if any, and provide information regarding the recourse available against the carrier, including recourse to the Canadian Transportation Agency, if applicable.

2. The carrier will communicate new information to passengers as soon as feasible and will provide updates to passengers every 30 minutes until a new departure time is set or alternative travel arrangements have been made. the method of communication will be provided in the method preferred by a passenger, if indicated, and in a method that is compatible with adaptive technologies intended to assist persons with disabilities, if applicable.

3. The carrier will not deny boarding due to situations within the carrier's control unless the carrier has asked all passengers if they are willing to give up their seat. the carrier will not deny boarding to a passenger who is already on board the aircraft, unless the denial of boarding is required for safety.

4. The carrier may offer a benefit in exchange for a passenger willingly giving up their seat and will provide written confirmation of a benefit if accepted by a passenger.

5. If denial of boarding is necessary, the carrier will select passengers who will be denied boarding, giving priority to unaccompanied minors, a person with a disability and their support person and/or service animal if any, a passenger who is travelling with family member, and a passenger who was previously denied boarding on the same ticket, in that order.

(g) Passenger options - re-rerouting or refund

1. In the event of a delay due to situations outside the carrier's control that results in a delay of 3 hours or more, the carrier will provide the following:

a. upon request by a passenger, the carrier will provide alternative travel arrangements free of charge to ensure that passengers complete their itinerary as soon as feasible. the carrier will provide a confirmed reservation on the next available flight operated by the carrier or on a flight operated by a carrier with which the original carrier has a commercial agreement, if the next available flight is travelling on a reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket, and departs within 48 hours of the event that caused the delay.

b. if the carrier cannot provide such a confirmed reservation, the carrier will provide a confirmed reservation for a flight operated by any carrier travelling on any reasonable air route from the airport at

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which the passenger is located, or another airport that is within a reasonable distance of that airport, to the destination that is indicated on the passenger's original ticket. transportation will be provided from the airport that the passenger is located to the new departure airport, if applicable.

c. the carrier will, to the extent possible, provide comparable travel arrangements to the original ticket, and will not request supplementary payment if the alternative travel arrangements provide for a higher class of service.

2. In the event of a flight cancellation or denial of boarding due to situations outside the carrier's control, the carrier will provide the following:

a. the carrier will provide alternative travel arrangements free of charge to ensure that passengers complete their itinerary as soon as feasible. the carrier will provide a confirmed reservation on the next available flight operated by the carrier or on a flight operated by a carrier with which the original carrier has a commercial agreement, if the next available flight is travelling on a reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket, and departs within 48 hours of the event that caused the delay.

b. if the carrier cannot provide such a confirmed reservation, the carrier will provide a confirmed reservation for a flight operated by any carrier travelling on any reasonable air route from the airport at which the passenger is located, or another airport that is within a reasonable distance of that airport, to the destination that is indicated on the passenger's original ticket. transportation will be provided from the airport that the passenger is located to the new departure airport, if applicable.

c. the carrier will, to the extent possible, provide comparable travel arrangements to the original ticket, and will not request supplementary payment if the alternative travel arrangements provide for a higher class of service.

3. In the event of a delay of 3 hours or more due to situations within the carrier's control or within the carrier's control but required for safety purposes, the carrier will provide the following upon passenger request:

a. the carrier will provide alternative travel arrangements free of charge to ensure that passengers complete their itinerary as soon as feasible. the carrier will provide a confirmed reservation on the next available flight operated by the carrier or on a flight operated by a carrier with which the original carrier has a commercial agreement, if the next available flight is travelling on a reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket, and departs within 9 hours of the departure time that is located on the original ticket.

b. if the carrier cannot provide such a confirmed reservation, the carrier will provide a confirmed reservation for a flight operated by any carrier travelling on any reasonable air route from the airport at

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which the passenger is located that departs within 48 hours of the departure time that is indicated on the original ticket.

c. if the carrier cannot provide such a confirmed reservation, the carrier will provide transportation to another airport that is within a reasonable distance of the airport at which the passenger is located and a confirmed reservation for a flight that is operated by any carrier on any reasonable air route from that other airport to the destination that is indicated on the passenger's original ticket.

d. the carrier will, to the extent possible, provide comparable travel arrangements to the original ticket, and will not request supplementary payment if the alternative travel arrangements provide for a higher class of service. if the class of service is lower than the original ticket, the carrier will refund the difference in the cost of the applicable portion of the ticket.

e. refunds will be provided for any additional services purchased by a passenger in connection with the original ticket if the passenger did not receive those services on the alternate flight or the passenger paid for those services a second time. refunds will be paid by the method used for the original payment and to the person who purchased the ticket or additional service.

f. if the alternative travel arrangements do not meet the passenger's needs, the carrier will refund the unused portion on the ticket. if the passenger is no longer at the point of origin and the travel no longer serves a purpose because of the delay, the carrier will refund the ticket and provide a confirmed reservation for a flight that is to the point of origin and accommodates the passenger's travel needs. refunds will be paid by the method used for the original payment and to the person who purchased the ticket or additional service.

g. the carrier will, to the extent possible, provide comparable travel arrangements to the original ticket, and will not request supplementary payment if the alternative travel arrangements provide for a higher class of service.

4. In the event of a flight cancellation or denial of boarding within the carrier's control or a flight cancellation or denial of boarding within the carrier's control but required for safety purposes, the carrier will provide the following:

a. the carrier will provide alternative travel arrangements free of charge to ensure that passengers complete their itinerary as soon as feasible. the carrier will provide a confirmed reservation on the next available flight operated by the carrier or on a flight operated by a carrier with which the original carrier has a commercial agreement, if the next available flight is travelling on a reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket, and departs within 9 hours of the departure time that is located on the original ticket.

b. if the carrier cannot provide such a confirmed reservation, the carrier will provide a confirmed

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reservation for a flight operated by any carrier travelling on any reasonable air route from the airport at which the passenger is located that departs within 48 hours of the departure time that is indicated on the original ticket.

c. if the carrier cannot provide such a confirmed reservation, the carrier will provide transportation to another airport that is within a reasonable distance of the airport at which the passenger is located and a confirmed reservation for a flight that is operated by any carrier on any reasonable air route from that other airport to the destination that is indicated on the passenger's original ticket.

d. the carrier will, to the extent possible, provide comparable travel arrangements to the original ticket, and will not request supplementary payment if the alternative travel arrangements provide for a higher class of service. if the class of service is lower than the original ticket, the carrier will refund the difference in the cost of the applicable portion of the ticket.

e. refunds will be provided for any additional services purchased by a passenger in connection with the original ticket if the passenger did not receive those services on the alternate flight or the passenger paid for those services a second time. refunds will be paid by the method used for the original payment and to the person who purchased the ticket or additional service.

f. if the alternative travel arrangements do not meet the passenger's needs, the carrier will refund the unused portion on the ticket. if the passenger is no longer at the point of origin and the travel no longer serves a purpose because of the delay, the carrier will refund the ticket and provide a confirmed reservation for a flight that is to the point of origin and accommodates the passenger's travel needs. refunds will be paid by the method used for the original payment and to the person who purchased the ticket or additional service.

g. the carrier will, to the extent possible, provide comparable travel arrangements to the original ticket, and will not request supplementary payment if the alternative travel arrangements provide for a higher class of service.

(h) right to care

1. For flights departing on or after December 15, 2019: in the event of delay or flight cancellation within the carrier's control or within the carrier's control but required for safety purposes, in which a passenger is informed of the delay less than 12 hours before the schedule departure time indicated on the original ticket, and the passenger has waited two hours after the departure time indicated on the ticket, or the schedule irregularity has resulted in a flight cancellation and the passenger was informed of the cancellation less than 12 hours before the departure time indicated on the ticket, a passenger will be offered the following:

a. a meal voucher

b. access to a means of communication, if necessary.

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c. if the carrier expects that the passenger will be required to wait overnight for their original flight or a reserved flight as part of alternative travel arrangements, the carrier will offer, free of charge, hotel or other comparable accommodation as well as transportation to and from the accommodation, taking into consideration the location of the passenger.

d. the carrier may limit or refuse to provide any of the above standards of treatment if providing the treatment would further delay the passenger.

In the event of a denied boarding due to situations within the carrier's control or within the carrier's control but required for safety purposes, a passenger will be offered the following:

a. before a passenger boards a flight reserved as part of an alternate travel arrangement, the carrier will provide the passenger a meal voucher and access to a means of communication.

b. if the carrier expects that the passenger will be required to wait overnight for their original flight or a reserved flight as part of alternative travel arrangements, the carrier will offer, free of charge, hotel or other comparable accommodation as well as transportation to and from the accommodation, taking into consideration the location of the passenger.

c. the carrier may limit or refuse to provide any of the above standards of treatment if providing the treatment would further delay the passenger.

(i) compensation for denial of boarding due to situation within the carrier's control:

in addition to the applicable requirements set out above, the following will apply:

1. Conditions of payment

a. the passenger holding a confirmed and ticketed reservation must present him/herself for carriage in accordance with this tariff: having complied fully with the carrier's applicable reservation, ticketing, check-in and boarding requirements within the time limits; and,

b. the carrier must not have been able to accommodate the passenger on the flight on which he or she held confirmed and ticketed reservations and the flight departed without the passenger.

2. A passenger will not be eligible for compensation under the following conditions:

a. the passenger who checks-in after the carrier's check-in cut-off time or presents him/herself at the boarding area after the carrier's boarding cut-off time will not receive denied boarding compensation and will have his/her reservations cancelled.

b. when a flight on which the passenger holds confirmed and ticketed reservations is cancelled.

c. when space on a flight has been requisitioned by a government or public authority or by medical authorities for emergency transportation.

d. if, for operational and safety reasons beyond the carrier's control, the aircraft has been substituted with

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one having lesser capacity and the carrier took all reasonable measures to avoid the substitution or that it was impossible for the carrier to take such measures.

3. Amount of compensation:

a. the carrier will provide compensation in the amounts set out below to passengers who are denied boarding due to situations within the carrier's control and who have not accepted a benefit in exchange for willingly giving up their seat. compensation will be paid as soon as operationally feasible, and no later than 48 hours after the denial of boarding. if compensation cannot be provided to the passenger prior to the boarding of the flight as part of alternative travel arrangements, the carrier will provide written confirmation of what is owed.

b. the amount of compensation will be determined based on the estimated arrival time of the flight reserved as part of alternative travel arrangements. adjustment will be made to the amount of compensation if the expected time of arrival and the actual time of arrival are different. arrival means that one of the doors of the aircraft has been opened after landing to allow passengers to leave the aircraft.

c. regardless of the fare paid, passengers are entitled to monetary compensation as follows:

i. \$900 CAD, if the arrival of the passenger at the destination that is indicated on the original ticket is delayed by less than six (6) hours;

ii. \$1,800 CAD, if the arrival of the passenger at the destination that is indicated on the original ticket is delayed by six (6) hours or more, but less than nine (9) hours; and

iii. \$2,400 CAD, if the arrival of the passenger at the destination that is indicated on the original ticket is delayed by nine (9) hours or more.

4. The carrier will compensate the passenger in the form of money unless it offers compensation in another form that has a greater monetary value than the applicable amounts referred to in this section, the passenger has been informed of the monetary value in writing and the alternative form of compensation does not expire. the passenger must confirm in writing that the passenger has been informed of the right to monetary compensation and has chosen to accept the alternative form of compensation.

(d) claims made for delay, cancellation or denied boarding
(1) In the event of delays, cancellations or denied boarding, a passenger must submit claims directly to the carrier and allow the carrier 30 days or such time as prescribed by applicable law (whichever is the shorter time period) to respond directly to the passenger before engaging third parties to claim on the passenger's behalf.

(2) The carrier will not consider or process claims submitted by a third party if the passenger concerned has not submitted the claim directly to the carrier and allowed the carrier time to respond, in accordance with (1) above.

(3) If a passenger does not have the capacity or the ability to submit a claim personally, the legal guardian or a representative of said passenger may submit a claim

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to the carrier on the passenger's behalf. the carrier may request evidence that the legal guardian or the representative has authority to submit a claim on the passenger's behalf.

(4) A passenger may submit a claim to the carrier on behalf of other passengers on the same booking. the carrier may request evidence that the passenger has the consent of other passengers on the booking to submit a claim on their behalf.

(5) The carrier will not consider or process claims submitted by a third party unless the claim is accompanied by appropriate documentation duly evidencing the authority of the third party to act on behalf of the passenger.

(6) Passengers are not prohibited by this clause from consulting legal or other third-party advisers before submitting their claim directly to the carrier.

(7) Any payment or refund will be made by cheque, email transfer, bank transfer, or through an online/electronic platform directly to the passenger, at the choice of the carrier. the carrier may request evidence that the bank account is held by the passenger concerned.

(j) Applicability

1. This rule applies to all passengers irrespective of the type of ticketed fare.

2. A passenger who fails to check-in or present themselves at the boarding area within the carrier's check-in cut-off time and/or boarding cut-off time as specified in rule 40(f), check-in time limits, will not receive compensation, will at the carrier's discretion have their reservations cancelled and will be subject to the terms and conditions associated with the fare on which he or she is travelling.

3. Subject to applicable law, passengers will not be compensated by the carrier twice (i.e. double compensation) for the same event.

4. Space and weight limitations

a. passengers will only be carried within the space and weight limitations of the carrier's aircraft, and the carrier reserves the right to deny boarding or transport to any person in order to comply with such limitations. if this policy results in a passenger being denied boarding on an aircraft for which such passenger has paid a fare, then the following shall apply:

b. if the passenger has not checked in within the required cut-off times outlined in rule 40 (f). the passenger shall forfeit his or her right to obtain a refund of any fare paid in respect of the flight;

c. if the passenger is denied boarding after checking in within the appropriate time limit before planned departure, such passenger will be entitled to compensation.

5. Safe travel

a. the carrier is not responsible for events of force majeure or the acts of third parties. the carrier is legally obligated to maintain the highest standards of aviation safety and cannot be encouraged to fly when it is not safe to do so. similarly, the carrier cannot be held

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responsible for inclement weather or the actions of third parties such as acts of government or air traffic control, airport authorities, security agencies, law enforcement or customs and immigration officials.

b. there is nothing more important to the carrier than the safety of its passengers and employees. Westjet, Westjet Encore Ltd. and Westjet Link will never knowingly put anyone at risk for any reason. If there ever is, or we suspect there is, any situation that might put anyone in harm's way we will make decisions and take actions to remove the risk. As such, the carrier will neither depart nor fly if it is not safe to do so nor attempt an arrivals approach if it is not safe to do so.

(b) for flights departing on or after December 15, 2019: compensation for inconvenience resulting from delays or cancellations within the control of the carrier if a passenger is informed 14 days or less before the departure time on their ticket that the arrival of their flight at the destination that is indicated on their ticket will be delayed by at least three hours, and the delay is caused by a situation under the carrier's control, compensation will be provided if a passenger files a request for compensation with the carrier before the first anniversary of the day on which the flight delay occurred.

Within 30 days from the date on which the carrier receives the request, the carrier will provide the compensation or an explanation why the compensation is not payable.

The carrier will provide compensation in the following amounts to passengers who are delayed due to delay or cancellation and when that delay is within the control of the carrier and when the passenger was informed 14 days or less about the delay. Regardless of the fare paid, passengers are entitled to a monetary compensation as follows:

- a. no compensation if the delay is less than three hours;
- b. \$400, if the delay is three hours or more but less than six hours;
- c. \$700, if the delay is more than six hours but less than nine hours; and
- d. \$1000, if the delay is more than nine hours.

If a passenger is informed 14 days or less before the departure time on their ticket that the arrival of their flight at the destination that is indicated on their ticket will be delayed and the passenger's ticket is refunded, the carrier will compensate the passenger in the amount of \$400, if compensation is requested by the passenger.

The carrier will compensate the passenger in the form of money unless it offers compensation in another form that has a greater monetary value than the applicable amounts referred to in this section. If the passenger has been informed of the monetary value in writing and the alternative form of compensation does not expire, the passenger must confirm in writing that the passenger has

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been informed of the right to monetary compensation and has chosen to accept the alternative form of compensation.

(k) For services departing the European Union WestJet shall apply the provisions of EC Regulation No. 261 / 2004.

From time to time, our guests may incur personal expenses which are a direct result of an unsatisfactory delivery of passenger transportation and/or related ancillary services. This may include hotel accommodations, charges for communications, ground transfer services or meals other than those served on board an aircraft. On a case by case basis, westjet may determine in its sole discretion whether to reimburse the guest's expenses. the guest will be required to provide receipts as proof of the expense incurred. If westjet elects to reimburse the guest, a portion of the amount paid is on account of tax. this policy is not intended to supersede, or conflict with, requirements under applicable passenger protection regulations.

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Rule 105 Refunds†

- (A) Voluntary cancellations
If a passenger decides not to use the ticket and cancels the reservation, the passenger may not be entitled to a refund, depending on any refund condition attached to the particular fare.
- (B) Involuntary cancellations
- (1) For the purposes of this paragraph, an Involuntary Refund is a refund owed as a result of a departure delay, cancellation, denied boarding or downgrade pursuant to Rule 100, or that is made due to any reason within the Carrier's control in the event the passenger is prevented from using all or a portion of their ticket, including a substitution to a lower class of service by the carrier (downgrade), a missed connection due to a Schedule Irregularity, or a Refusal to Transport pursuant to Rule 30.
- Exception: No Involuntary Refund is owed if the cancellation or delay is outside of the Carrier's control and was caused by a force majeure event.
- Exception: No Involuntary Refund is owed if Rule 30 – Refusal to Transport applies and the Guest was refused transport for failing to comply with any government regulation or engaging in prohibited conduct within the meaning of Rule 30(B)(1).
- (2) If no portion of a Ticket has been used, the amount of refund will be equal to the Fare and charges paid; or
- (3) If a portion of the Ticket has been used, the amount refunded to the purchaser will be the difference between the Fare paid and the Fare for transportation actually used or to be used.

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 105 are effective November 11, 2021 pursuant to Order No. 2021-A-3 of the CTA.

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Rule 115 Interline Baggage Acceptance

(Effective to/from Canada for tickets issued on/after April 1, 2015)

For travel to or from the United States, when travelling with one of WestJet's code-share or interline partners, passengers are encouraged to familiarize themselves with the baggage allowances and fees of the code-share or interline carrier as they may be different from WestJet's baggage allowances and fees. WestJet will comply with applicable regulations to ensure the appropriate baggage allowances and fees apply throughout the passenger's entire journey.

(A) Applicability

This rule is applicable to all interline itineraries issued on a single ticket whose origin or ultimate ticketed destination is in Canada. It establishes how WS will determine which carrier's baggage rules apply to any passenger's entire interline itinerary.

(B) General

For the purposes of interline baggage acceptance:

- (1) The carrier whose designator code is identified on the first segment of the passenger's interline ticket will be known as the selecting carrier.
- (2) Any carrier who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket will be known as a participating carrier.

(C) Baggage rule determination by selecting carrier

(1) Checked baggage

The selecting carrier will:

- (a) Select and apply its own baggage rules as set out in its tariff to the entire interline itinerary; or
- (b) Select the most significant carrier, as determined by IATA resolution 302 and conditioned by the Canadian Transportation Agency, in order for that carrier's baggage rules, as established in its tariff, to apply to the entire interline itinerary.

The carrier identified by means of a) or b) will be known as the selected carrier.

(2) Carry-on baggage

Each operating carrier's carry-on baggage allowances will apply to each flight segment in an interline itinerary. Notwithstanding, the carry-on baggage charges that will apply to the entire interline itinerary will be those of the selected carrier.

(D) Baggage rule application by participating carrier

where WS is not the selected carrier on an interline itinerary but is a participating carrier that is providing transportation to the passenger based on the ticket issued, WS will apply as its own the baggage rules of the selected carrier throughout the interline itinerary.

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(E) Disclosure of baggage rules

Summary page at the end of an online purchase and e-ticket disclosure

- (1) For baggage rules provisions related to a passenger's 1st and 2nd checked bag and the passenger's carry-on baggage (i.e. the passenger's "standard" baggage allowance), when the carrier sells and issues a ticket for an interline itinerary, it will disclose to the passenger on any summary page at the end of an online purchase and on the passenger's itinerary/receipt and e-ticket at the time of ticketing the baggage information relevant to the passenger itinerary as set out in paragraph 2 below. The disclosed information will reflect the baggage rules of the selected carrier.
- (2) The carrier will disclose the following information:
 - (a) Name of the carrier whose baggage rules apply;
 - (b) Passenger's free baggage allowance and/or applicable fees;
 - (c) Size and weight limits of the bags, if applicable;
 - (d) Terms or conditions that would alter or impact a passenger's standard baggage allowances and charges (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card);
 - (e) Existence of any embargoes that may be applicable to the passenger's itinerary; and,
 - (f) Application of baggage allowances and charges (i.e. whether they are applied once per direction or if they are applicable at each stopover point).
- (3) The carrier will provide this information in text format on the passenger's e-ticket confirmation. any fee information provided for carry-on bags and the first and second checked bag will be expressed as specific charges (i.e., not a range).

web site disclosure

The carrier will disclose on its web site, in a convenient and prominent location, a complete and comprehensive summary of all the carrier's own baggage rules, including information concerning:

- (a) The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- (b) The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- (c) Excess and oversized baggage charges;
- (d) Charges related to check in, collection and delivery of checked baggage;
- (e) Acceptance and charges related to special items, e.g. surf boards, pets, bicycles, etc.;
- (f) Baggage provisions related to prohibited or unacceptable items, including embargoes;

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- (g) Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. Frequent flyer status, early check in, pre-purchasing baggage allowances with a particular credit card); and,
- (h) Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges etc.

(F) Definitions

"Airline designator code"

An identification code comprised of two-characters which is used for commercial and traffic purposes such as reservations, schedules, timetables, ticketing, tariffs and airport display systems. airline designators are assigned by IATA. When this code appears on a ticket, it reflects the carrier that is marketing the flight, which might be different from the carrier operating the flight.

"Baggage rules"

The conditions associated with the acceptance of baggage, services incidental to the transportation of baggage, allowances and all related charges. for example, baggage rules may address the following topics:

- . The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- . The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- . Excess and oversized baggage charges;
- . Charges related to check-in, collection and delivery of checked baggage;
- . Acceptance and charges related to special items, e.g. surfboards, pets, bicycles, etc.;
- . Baggage provisions related to prohibited or unacceptable items, including embargoes;
- . Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card); and,
- . Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges, etc.

"Interline agreement":

An agreement between two or more carriers to co-ordinate the transportation of passengers and their baggage from the flight of one air carrier to the flight of another air carrier (through to the next point of stopover).

"Interline itinerary":

All flights reflected on a single ticket involving multiple air carriers. Only travel on a single ticket is subject to the agency's approach

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provided the origin or the ultimate ticketed destination is a point in Canada.

"Interline travel":

Travel involving multiple air carriers listed on a single ticket that is purchased via a single transaction.

"Single ticket":

A document that permits travel from origin to destination. It may include interline/code-share and intra-line segments. It may also include end-to-end combinations (i.e., stand-alone fares that can be bought separately but combined together to form one price).

"Summary page at the end of an online purchase":

A page on a carrier's web site which summarizes the details of a ticket purchase transaction just after the passenger has agreed to purchase the ticket from the carrier and has provided a form of payment.

"Ultimate ticketed destination":

In situations where a passenger's origin is a non-Canadian point and the itinerary includes at least one stop in Canada, as well as at least one stop outside Canada. If the stop in Canada is the farthest checked point and the stop is more than 24 hours, the agency would consider the ultimate ticketed destination to be Canada.

Carrier definitions (various)

"Down line carrier ":

Any carrier, other than the selecting carrier, who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

"Marketing carrier":

The carrier that sells flights under its code.

"Most significant carrier (MSC)":

Is determined by a methodology, established by IATA (resolution 302), which establishes, for each portion of a passenger's itinerary where baggage is checked through to a new stopover point, which carrier will be performing the most significant part of the service. For travelers under the resolution 302 system, the baggage rules of the MSC will apply. For complex itineraries involving multiple checked baggage points, there may be more than one MSC, resulting in the application of differing baggage rules through an itinerary.

"Most significant carrier (MSC)-IATA resolution 302 as conditioned by the agency":

In this instance, the MSC is determined by applying IATA resolution 302 methodology as conditioned by the agency. The agency's reservation has stipulated that only a single set of baggage rules may apply to any given interline itinerary. The aim of the agency's reservation is to allow the selecting carrier to use the MSC methodology to determine which carrier's baggage rules apply to an international interline

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itinerary to or from Canada, while reinforcing the role of tariffs in the determination of which carrier's rules apply.

"Operating carrier":

The carrier that operates the actual flight.

"Participating carrier(s)":

Includes both the selecting carrier and down line carriers who have been identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

"Selected carrier":

The carrier whose baggage rules apply to the entire interline itinerary.

"Selecting carrier":

The carrier whose designator code is identified on the first segment of the passenger's ticket at the beginning of an itinerary issued on a single ticket whose origin or ultimate destination is in Canada.

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Rule 145 Currency Applications

Local currency fares and charges

- (1) Fares and related charges are expressed in the local currency of the country of commencement of transportation (COC), except those countries listed below which are expressed (A) in US dollars or (B) in Euro:

(A)

Afghanistan	Lebanon
Angola	Liberia
Anguilla	Madagascar
Antigua and Barbuda	Malawi
Argentina	Maldives
Bahamas	Mexico
Bangladesh	Mongolia
Barbados	Montserrat
Belize	Nicaragua
Bermuda	Nigeria
Bolivia	Palestinian Territory
Bonaire	Panama
Brazil	Paraguay
Burundi	Peru
Cambodia	Philippines
Cayman Islands	Rwanda
Chile	Saba
Colombia	Saint Eustatius
Congo, Dem. Rep. of	Saint Kitts
Costa Rica	and Nevis
Cuba	Saint Lucia
Dominica	Saint Vincent and
Dominican Republic	The Grenadines
Ecuador	Sao Tome and
El Salvador	Principe
Eritrea	Sierra Leone
Ethiopia	Somalia
Gambia	Suriname
Ghana	Tanzania, United
Grenada	Republic of
Guatemala	Timor Leste
Guinea	Trinidad and
Guyana	Tobago
Haiti	Uganda
Honduras	Ukraine
Indonesia	United States
Iraq	and U.S. Territories
Israel	Uruguay
Jamaica	Venezuela
Kenya	Viet Nam
Laos	Zambia
	Zimbabwe

(B)

Albania
Armenia
Austria

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Azerbaijan
Belarus
Belgium
Bosnia and Herzegovina
Bulgaria
Cape Verde
Croatia
Cyprus
Estonia
Finland
France except French Polynesia
(including Wallis and Futuna)
New Caledonia (including Loyalty Islands)
Georgia
Germany
Greece
Ireland
Italy
Kyrgyzstan
Latvia
Lithuania
Luxembourg
Macedonia (FYROM)
Malta
Moldova, Republic of Monaco
Montenegro
Netherlands
Portugal
Romania
Russia
Serbia
Slovakia
Slovenia
Spain
Tajikistan
Turkey
Turkmenistan
Uzbekistan

- (2) All add-ons shall be established in the currency of the country concerned, or where agreed, in U.S. dollars or in Euro or in any other currency.
- Combination of local currency fares
To combine two or more local currency fares, convert all local currency fares into the currency of the country of commencement of transportation.
- Step 1: (a) Establish the NUC amount for each local currency fare by dividing the local currency fare by the applicable IATA Rate of Exchange (ROE) shown in the Currency Conversion Table below for the country in which the currency is denominated.
- (b) Calculate the resultant amount to two decimal places, ignoring any further decimal places.
- Step 2: Add the resultant NUC amounts for the sectors involved.
- Step 3: (a) Established the through local currency

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fare by multiplying the total NUC amounts (derived from Steps 1, 2, and 3 above) by the IATA Rate of Exchange (ROE) shown in the currency conversion table below for the country of commencement of travel.

- (b) Calculate the resultant amount of one decimal place beyond the number of decimal places shown next to the local currency in the conversion table below, ignoring any further decimal places.
- (c) Round up to the next higher rounding unit shown next to the local currency in the currency conversion table, unless otherwise indicated.

Exception: When an international ticket is comprised of all domestic fare components, but within different countries, the provisions outlines above shall apply.

Other Charges

Other charges shall be separately converted to the currency of the country of sale using the Bankers' Selling Rate using the rounding units shown next to other charges in the currency conversion table.

MCOs for unspecified transportation and PTAs.

MCOs for unspecified transportation and PTAs when honored for payment of Air transportation shall be subject to the provisions of Rule 75 (Currency of Payment). The country of payment of the PTA or MCO shall be considered the country of original issue and determine construction Rules to apply.

Currency Table

For IATA Rate of Exchange (ROE) currency conversion table see pages 259-275.

Local Currency Rounding Table

For those countries where fares are expressed in USA and the USD is not the local currency; see pages 280-Q thru 282.

Currency Table

Abu Dhabi

(See United Arab Emirates)

Afghanistan

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

Albania

Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01

Algeria

Algerian Dinar	DZD	ROE:120.675876	Note -
Round Up: Local Currency - 1			Other Charges - 1

American Samoa

US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1

Angola

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

Anguilla

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

Antigua and Barbuda

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US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Argentina			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Armenia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Aruba			
Aruban Guilder	AWG	ROE:1.8000000	Note -
Round Up: Local Currency - 1			Other Charges - 1
Australia			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Austria			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Azerbaijan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Bahamas			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Bahrain			
Bahraini Dinar	BHD	ROE: .376100	Note -
Round Up: Local Currency - 1			Other Charges - 1
Bangladesh			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Barbados			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Belarus			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Belgium			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Belize			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Benin, Rep. Of			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Bermuda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Bhutan			
NGULTRUM	BTN	ROE:71.969032	Note -
Round Up: Local Currency - 1			Other Charges - 1
Bolivia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Bonaire			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Bosnia and			

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Herzegovina			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Botswana			
PULA	BWP	ROE:11.113232	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Brazil			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
British Virgin Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Brunei			
Darussalam			
Brunei Dollar	BND	ROE:1.385105	Note -
Round Up: Local Currency - 1			Other Charges - 1
Bulgaria			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Burkina Faso			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Burundi			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Cambodia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 1.0
Cameroon			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Canada			
Canadian dollar	CAD	ROE:1.323867	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cape Verde			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Cayman Islands			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Central African Republic			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Chad			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Chile			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
China			
Yuan Renminbi	CNY	ROE:7.145291	Note -
Round Up: Local Currency - 10			Other Charges - 1
Chinese Taipei Dollar	TWD	ROE:31.279394	Note -
Round Up: Local Currency - 1			Other Charges - 0.5
Colombia			

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US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Comoros			
Comoro			
Franc	KMF	ROE:446.758035	Note -
Round Up: Local Currency - 100			Other Charges - 50
Congo (Brazzaville)			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Congo (Kinshasa)			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cook Islands			
New Zealand			
Dollar	NZD	ROE:1.568442	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Costa Rica			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cote d'Ivoire			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Croatia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Cuba			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Curacao			
Netherlands			
Antilles			
Guilder	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cyprus			
Euro	EUR	ROE:0.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.05
Czech			
Republic			
Czech Koruna	CZK	ROE:23.484744	Note -
Round Up: Local Currency - 1			Other Charges - 1
Denmark			
DANISH KRONE	DKK	ROE:6.773884	Note -
Round Up: Local Currency - 5			Other Charges - 1
Djibouti			
Djibouti Franc	DJF	ROE:177.721000	Note -
Round Up: Local Currency - 100			Other Charges - 100
Dominica			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Dominican			
Republic			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Ecuador			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Egypt			
EGYPTIAN Pound	EGP	ROE:16.560000	Note -

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Round Up: Local Currency - 1	Other Charges - 1
El Salvador	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Equatorial Guinea	
CFA franc XAF ROE:595.677380	Note -
Round Up: Local Currency - 100	Other Charges - 100
Eritrea	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Estonia	
euro EUR ROE:.908104	Note -
Round Up: Local Currency - 5	Other Charges - 0.1
Ethiopia	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - .	Other Charges - 0.1
Eswatini	
Lilangeni SZL ROE:15.071386	Note -
Round Up: Local Currency - 10	Other Charges - 1
European M. Union	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.5
Falkland Islands	
Falkland Islands Pound FKP ROE:.818146	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Faroe Islands	
Danish Krone DKK ROE:6.773884	Note -
Round Up: Local Currency - 5	Other Charges - 0.1
Fiji	
Fiji Dollar FJD ROE:2.204261	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Finland	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
France	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
French Guiana	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
French Polynesia	
CFP Franc XPF ROE:108.365631	Note -
Round Up: Local Currency - 5	Other Charges - 1
Gabon	
CFA Franc XAF ROE:595.677380	Note -
Round Up: Local Currency - 100	Other Charges - 100
Gambia	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Georgia	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Germany	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Ghana	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1

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Gibraltar			
Gibraltar			
Pound	GIP	ROE:.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Greece			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 100			Other Charges - 10
Greenland			
Danish Krone	DKK	ROE:6.773884	Note -
Round Up: Local Currency - 5			Other Charges - 1
Grenada			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guadeloupe			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Guam			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Guatemala			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guinea			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guinea-Bissau			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Guyana			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 1
Haiti			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Honduras			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Hong Kong			
Hong Kong Dollar	HKD	ROE:7.841150	Note -
Round Up: Local Currency - 10			Other Charges - 1
Hungary			
Forint	HUF	ROE:299.756829	Note -
Round Up: Local Currency - 10			Other Charges - 10
Iceland			
Iceland Krone	ISK	ROE:126.754430	Note -
Round Up: Local Currency - 100			Other Charges - 10
India			
Indian Rupee	INR	ROE:71.969032	Note -
Round Up: Local Currency - 5			Other Charges - 1
Indonesia			
Indonesian Rupiah	IDR	ROE:14126.800000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Iran, Islamic Republic of			
Iranian Rial	IRR	ROE:112807.000000	Note -
Round Up: Local Currency - 100			Other Charges - 100
Iraq			
Iraq Dinar	IQD	ROE:1199.765150	Note D

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Round Up: Local Currency - 0.1	Other Charges - 0.05
Ireland	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Israel	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Italy	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Jamaica	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Japan	
YEN JPY ROE:106.608770	Note -
Round Up: Local Currency - 100	Other Charges - 10
Jordan	
Jordanian Dinar JOD ROE: .709000	Note -
Round Up: Local Currency - 1	Other Charges - 0.05
Kazakhstan	
Tenge KZT ROE:387.166000	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Kenya	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Kiribati	
Australian Dollar AUD ROE:1.468910	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Korea, Democratic People's Republic of	
North Korean Won KPW ROE:107.250000	Note -
Round Up: Local Currency - 1	Other Charges - 1
Korea, Republic of	
Korean Won KRW ROE:1201.730079	Note -
Round Up: Local Currency - 100	Other Charges - 100
Kuwait	
Kuwait Dinar KWD ROE:.304751	Note -
Round Up: Local Currency - 1	Other Charges - 0.05
Kyrgyzstan	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Laos, People's Democratic Republic of	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Latvia	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Lebanon	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Lesotho	

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LOTI	LSL	ROE:15.071386	Note -
Round Up: Local Currency - 10			Other Charges - 0.1
Liberia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Libyan Arab Jamahiriya			
Libyan Dinar	LYD	ROE:1.431813	Note -
Round Up: Local Currency - 0.1			Other Charges - 0.05
Lithuania			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Luxembourg			
Luxembourg			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Macao			
Pataca	MOP	ROE:8.076385	Note -
Round Up: Local Currency - 10			Other Charges - 1
Madagascar			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 100			Other Charges - 50
Malawi			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Malaysia			
Malaysian Ringgit	MYR	ROE:4.194384	Note -
Round Up: Local Currency - 1			Other Charges - 1
Maldives			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Mali			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Malta			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Marshall Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Martinique			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Mauritania			
Ouguiya	MRO	ROE:37.391920	Note -
Round Up: Local Currency - 20			Other Charges - 10
Mauritius			
Mauritius Rupee	MUR	ROE:37.445118	Note -
Round Up: Local Currency - 5			Other Charges - 1
Mayotte			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Mexico			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Micronesia			
US Dollar	USD	ROE:1.00	Note -

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Round Up: Local Currency - 1	Other Charges - 0.1
Moldova, Republic of	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Monaco	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Mongolia	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Montenegro	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Montserrat	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Morocco	
Moroccan Dirham MAD ROE:9.756254	Note -
Round Up: Local Currency - 5	Other Charges - 1
Mozambique	
Metical MZM ROE:62.046000	Note -
Round Up: Local Currency - 10000	Other Charges - 10000
Myanmar	
Kyat MMK ROE:1546.704423	Note D
Round Up: Local Currency - 1	Other Charges - 1
Namibia	
Namibian Dollar NAD ROE:15.071386	Note -
Round Up: Local Currency - 10	Other Charges - 1
Nauru	
Australian Dollar AUD ROE:1.468910	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Nepal	
Nepalese Rupee NPR ROE:115.150452	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Netherlands	
Netherlands	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Netherlands Antilles	
Netherlands Antillean Guilder ANG ROE:1.790000	Note -
Round Up: Local Currency - 1	Other Charges - 1
New Caledonia	
CFP Franc XPF ROE:108.365631	Note -
Round Up: Local Currency - 100	Other Charges - 10
New Zealand	
New Zealand Dollar NZD ROE:1.568442	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Nicaragua	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Niger	
CFA Franc XOF ROE:595.677380	Note -

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Round Up: Local Currency - 100	Other Charges - 100
Nigeria	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Niue	
New Zealand Dollar NZD ROE:1.568442	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Norfolk Island	
Australian Dollar AUD ROE:1.468910	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Northern Mariana Islands	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Norway	
Norwegian Krone NOK ROE:9.026063	Note -
Round Up: Local Currency - 5	Other Charges - 1
Occupied Palestinian Territory	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Oman	
Rial Omani OMR ROE: .384500	Note -
Round Up: Local Currency - 1	Other Charges - 1
Pakistan	
Pakistan Rupee PKR ROE:156.955904	Note -
Round Up: Local Currency - 10	Other Charges - 1
Palau	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Panama	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Papua New Guinea	
KINA PGK ROE:3.487872	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Paraguay	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Peru	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Philippines	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Poland	
PLN PLN ROE:3.948006	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Portugal	
Portuguese	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Puerto Rico	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Qatar	
Qatari Rial QAR ROE:3.640000	Note -
Round Up: Local Currency - 10	Other Charges - 10
Reunion	

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Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Romania			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Russian Federation			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Rwanda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saba			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Helena			
Saint Helena			
Pound	SHP	ROE: 0.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Kitts and Nevis			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Lucia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Maarten			
Guilder Netherlands Antilles	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Pierre and Miquelon			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 0.01			Other Charges - 0.01
Saint Vincent and The Grenadines			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Samoa			
Tala	WST	ROE:2.758274	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Sao Tome and Principe			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saudi Arabia			
Saudi Riyal	SAR	ROE:3.750000	Note -
Round Up: Local Currency - 1			Other Charges - 1
Senegal			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Serbia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Seychelles			
Seychelles			
Rupee	SCR	ROE:14.552957	Note -
Round Up: Local Currency - 1			Other Charges - 1

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Sierra Leone				
US Dollar	USD	ROE:1.0	Note -	
Round Up: Local Currency	-	1	Other Charges	- 0.1
Singapore				
Singapore Dollar	SGD	ROE:1.385105	Note -	
Round Up: Local Currency	-	1	Other Charges	- 1
Slovakia				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency	-	1	Other Charges	- 1
Slovenia				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency	-	100	Other Charges	- 1
Solomon Islands				
Solomon Islands Dollar	SBD	ROE:8.494263	Note -	
Round Up: Local Currency	-	1	Other Charges	- 0.1
Somalia				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency	-	1	Other Charges	- 0.1
South Africa				
Rand	ZAR	ROE:15.071386	Note -	
Round Up: Local Currency	-	10	Other Charges	- 1
South Sudan				
South Sudanese Pound SSP		ROE:159.403000	Note G	
Round Up: Local Currency	-	1	Other Charges	- 1
Spain				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency	-	1	Other Charges	- 0.01
Sri Lanka				
SRI LANKA RUPEE	LKR	ROE:181.346000	Note -	
Round Up: Local Currency	-	100	Other Charges	- 1
Sudan				
Sudanese Dinar	SDG	ROE:45.225000	Note G	
Round Up: Local Currency	-	1	Other Charges	- 1
Suriname				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency	-	1	Other Charges	- 0.1
Sweden				
Swedish Krone	SEK	ROE:9.726038	Note -	
Round Up: Local Currency	-	5	Other Charges	- 1
Switzerland				
SWISS Franc	CHF	ROE:.987367	Note -	
Round Up: Local Currency	-	1	Other Charges	- 0.5
Syrian Arab Republic				
Syrian Pound	SYR	ROE:436.000000	Note G	
Round Up: Local Currency	-	1	Other Charges	- 1
Tajikistan				
Euro	EUR	ROE:.908104	Note E	
Round Up: Local Currency	-	1	Other Charges	- 0.1
Tanzania, United Republic of				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency	-	1	Other Charges	- 0.1
Thailand				
Baht	THB	ROE:30.821100	Note -	
Round Up: Local Currency	-	5	Other Charges	- 5

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Timor - Leste			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 5			Other Charges - 0.1
Togo			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Tonga			
Pa'anga	TOP	ROE:2.385951	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Trinidad and Tobago			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Tunisia			
Tunisian Dinar	TND	ROE:2.918174	Note -
Round Up: Local Currency - 0.5			Other Charges - 0.5
Turkey			
Turkish Lira	TRY	ROE:5.715780	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Turkmenistan			
New Manat	TMT	ROE:3.500000	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Turks and Caicos Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Tuvalu			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uganda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Ukraine			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
United Arab Emirates (Comprised of Abu Dhabi, Ajman, Dubai, Fujairah, Ras-el-Khaimah, Sharjah, Umm Al Qaiwain)			
UAE Dirham	AED	ROE:3.672750	Note -
Round Up: Local Currency - 10			Other Charges - 10
United Kingdom			
Pound Sterling	GBP	ROE:0.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
United States			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uruguay			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Uzbekistan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1

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Vanuatu			
Vatu	VUV	ROE:114.140000	Note -
Round Up: Local	Currency - 100		Other Charges - 10
Venezuela			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local	Currency - 1		Other Charges - 0.1
Vietnam			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local	Currency - 1		Other Charges - 0.1
Wallis and Futuna Islands			
CFP Franc	XPF	ROE:108.365631	Note -
Round Up: Local	Currency - 100		Other Charges - 10
Yemen, Republic of			
Yemini Rial	YER	ROE:250.000000	Note G
Round Up: Local	Currency - 1		Other Charges - 0.1
Zambia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local	Currency - 1		Other Charges - 0.1
Zimbabwe			
Zimbabwe Dollar	USD	ROE:1.0	Note -
Round Up: Local	Currency - 1		Other Charges - 0.1

Notes:

- D International Fares from this country are published in US Dollars. This rate of exchange is to be used solely to convert local currency domestic fares to US Dollars. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- E International Fares from this country are published in Euro. This rate of exchange is to be used solely to convert local currency domestic fares to Euro. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- G This rate of exchange is established by Government Order and does not result from the application of Resolution 024c.

Local Currency Rounding Table

For those countries where fares are expressed in USD and the USD is not the local currency, and when payment is tendered in the local currency, the amounts shall be rounded up to next unit as per the following table, unless otherwise shown:

Afghanistan			
Afghani	AFA		Note -
Round Up: Local	Currency - 1		Other Charges - 1
Albania			
Lek	ALL		Note -
Round Up: Local	Currency - 1		Other Charges - 1
Angola			
KWANZA	AOK		Note -
Round up: Local	Currency - 1000000		Other Charges - 0.1
Kwanza			
Reajustado	AOR		Note -
Round Up: Local	Currency - 100		Other Charges - 100

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Anguilla			
EC Dollar	XCD		Note 3
Round Up: Local Currency	- 1		Other Charges - 0.1
Antigua and Barbuda			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Argentina			
Argentine Peso	ARS		Note 1,3
Round Up: Local Currency	- 1000		Other Charges -
1000			
Armenia			
Armenian Dram	AMD		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Azerbaijan			
Azerbaijani			
Manat	AZM		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Bahamas			
Bahamian Dollar	BSD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Bangladesh			
Taka	BDT		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Barbados			
Barbados Dollar	BBD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Belarus			
Belarussian			
Ruble	BYB		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Belize			
Belize Dollar	BZD		Note 1
Round Up: Local Currency	- 1		Other Charges - 0.1
Bermuda			
Bermudian			
Dollar	BMD		Note 3
Round Up: Local Currency	- 1		Other Charges - 0.1
Bolivia			
Boliviano	BOB		Note 1
Round Up: Local Currency	- 1		Other Charges - 0.1
Bosnia and Herzegovina			
Dinar	BAD		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Brazil			
Brazilian Real	BRL		Note 1,2
Round Up: Local Currency	- 1		Other Charges - 1
Burundi			
Burundi Franc	BIF		Note -
Round Up: Local Currency	- 10		Other Charges - 5
Bulgaria			
Lev	BGL		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Cambodia			
Riel	KHR		Note -
Round Up: Local Currency	- 10		Other Charges - 10
Cape Verde			

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Cape Verde			
Escudo	CVE		Note -
Round Up: Local Currency	- 100		Other Charges - 100
Cayman Islands			
Cayman Island			
Dollar	KYD		Note 3
Round Up: Local Currency	- 0.1		Other Charges - 0.1
Chile			
Chilean Peso	CLP		Note 1
Round Up: Local Currency	- 1		Other Charges - 1
Colombia			
Colombian Peso	COP		Note 1
Round Up: Local Currency	- 100		Other Charges - 100
Costa Rica			
Costa Rican			
Colon	CRC		Note 1
Round Up: Local Currency	- 10		Other Charges - 10
Croatia			
Croatian Kuna	HRK		Note 3
Round Up: Local Currency	- 1		Other Charges - 1
Cuba			
Cuban Peso	CUP		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Dominica			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Dominican Republic			
Dominican Peso	DOP		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Ecuador			
Sucre	ECS		Note 1,3
Round Up: Local Currency	- 1		Other Charges - 0.1
El Salvador			
El Salvador			
Colon	SVC		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Eritrea			
Ethiopian Birr	ETB		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Estonia			
Kroon	EEK		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Ethiopia			
Ethiopian Birr	ETB		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Gambia			
Dalasi	GMD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Georgia			
Lari	GEL		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Ghana			
Cedi	GHC		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Grenada			
EC Dollar	XCD		Note -

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Round Up: Local Currency - 1	Other Charges - 0.1
Guatemala	
Quetzal GTQ	Note 3
Round Up: Local Currency - 1	Other Charges - 0.1
Guinea	
Guinea Franc GNF	Note -
Round Up: Local Currency - 100	Other Charges - 100
Guyana	
Guyana Dollar GYD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Haiti	
Gourde HTG	Note -
Round Up: Local Currency - 1	Other Charges - 0.5
Honduras	
Lempira HNL	Note 1
Round Up: Local Currency - 1	Other Charges - 0.2
Indonesia	
Rupiah IDR	Note -
Round Up: Local Currency - 100	Other Charges - 100
Israel	
Shekel ILS	Note 3
Round Up: Local Currency - 1	Other Charges - 1
Jamaica	
Jamaican Dollar JMD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Kazakhstan	
Kazakhstan	
Tenge KZT	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Kenya	
Kenyan Shilling KES	Note -
Round Up: Local Currency - 5	Other Charges - 5
Kyrgyzstan	
Som KGS	Note -
Round Up: Local Currency - 1	Other Charges - .1
Laos, People's	
Democratic	
Republic of	
Kip LAK	Note -
Round Up: Local Currency - 10	Other Charges - 10
Latvia	
Latvian Lats LVL	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Lebanon	
Lebanese Pound LBP	Note -
Round Up: Local Currency - 100	Other Charges - 100
Liberia	
Liberian Dollar LRD	Note -
Round Up: Local Currency - 100	Other Charges - 100
Lithuania	
Lithuanian Litas LTL	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Macedonia, The	
Former Yugoslav	
Republic of	
Dener MKD	Note 3
Round Up: Local Currency - 1	Other Charges - 1
Madagascar	

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Malagasy Franc	MGF		Note -
Round Up: Local Currency		-1000	Other Charges - 50
Malawi Kwacha	MWK		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Maldives Rufiyaa	MVR		Note 1
Round Up: Local Currency		- 1	Other Charges - 1
Mexico Mexican Peso	MXN		Note -
Round Up: Local Currency		- 1	Other Charges - 1
Moldova, Republic of Moldovan Leu	MDL		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Mongolia Tugrik	MNT		Note -
Round Up: Local Currency		- -	Other Charges - -
Montserrat EC Dollar	XCD		Note 3
Round Up: Local Currency		- 1	Other Charges - 0.1
Nepal Nepalese Rupee	NPR		Note -
Round Up: Local Currency		- 1	Other Charges - 1
Nicaragua Cordoba Oro	NIO		Note 1
Round Up: Local Currency		- 1	Other Charges - 1
Nigeria Naira	NGN		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Panama Balboa	PAB		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Paraguay Guarani	PYG		Note 1
Round Up: Local Currency		- 1000	Other Charges - 1000
Peru Nuevo Sol	PES		Note -
Round Up: Local Currency		- 0.1	Other Charges - 0.1
Philippines Philippine Peso	PHP		Note -
Round Up: Local Currency		- 1	Other Charges - 1
Poland Zloty	PLN		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Romania Leu	ROL		Note -
Round Up: Local Currency		- 1	Other Charges - 1
Russian Federation Belarussian Ruble	BYB		Note -
Round Up: Local Currency		- 100	Other Charges - 10
Rwanda Rwanda France	RWF		Note -
Round Up: Local Currency		- 10	Other Charges - 5
Saint Kitts			

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and Nevis			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Saint Lucia			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Saint Vincent and The Grenadines			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Sao Tome and Principe			
Dobra	STD		Note -
Round Up: Local Currency	- 10		Other Charges - 10
Sierra Leone			
Leone	SLL		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Somalia			
Somali Shilling	SOS		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Surinam			
Surinam Guilder	SRG		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Tajikistan			
Tasik Ruble	TJR		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Tanzania, United Republic of			
Tanzanian Shilling	TZS		Note -
Round Up: Local Currency	- 10		Other Charges - 10
Trinidad and Tobago			
Trinidad and Tobago Dollar	TTD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Turkey			
Turkish Lira	TRL		Note -
Round Up: Local Currency	- 1000		Other Charges - 100
Turkmenistan			
Turkmenistan Manat	TMM		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Uganda			
Uganda Shilling	UGX		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Ukraine			
Hryvnia	UAH		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Uruguay			
Uruguayan Peso	UYU		Note -1,3
Round Up: Local Currency	- 100		Other Charges - 100
Uzbekistan			
Uzbekistan Sum	UZS		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Venezuela			

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Bolivar	VEB	Note -
Round Up: Local Currency - 10		Other Charges - 10
Viet Nam		
Dong	VND	Note -
Round Up: Local Currency - 1		Other Charges - 1
Yemen,		
Republic of		
Yemeni Rial	YER	Note -
Round Up: Local Currency - 1		Other Charges - 1
Yugoslavia		
New Dinar	YUM	Note 4
Round Up: Local Currency - 1		Other Charges - 1
Zaire		
New Zaire	ZRN	Note -
Round Up: Local Currency - 1		Other Charges - 0.05
Zambia		
Kwacha	ZMK	Note -
Round Up: Local Currency - 1		Other Charges - 5

Notes:

1. For documents issued in the local currency of this country, refunds shall only be made in this country and in the currency of this country.
2. No rounding is involved, all decimals beyond two shall be ignored.
3. Rounding of fares and other charges shall be to the nearest rounding unit.
4. Rounding shall be accomplished by dropping amounts of 50 paras and less and increasing amounts of more than 50 paras to the next higher New Dinar.

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